

## **Replacement Policy (Correct as of 1<sup>st</sup> May 2014)**

Catering Linen Hire rent out tablecloths and napkins in good faith. To the best of our knowledge, cloths are sent out in good, clean order. Cloths are checked when returned from the client and then again at laundry for stains, rips and marks.

Our cloths go through a rigorous laundry process which can usually remove most stains. However, there are times when some marks just cannot be removed. It is in these circumstances that Catering Linen Hire would have to replace this cloth and unfortunately pass the cost on to the client.

Any cloths that are deemed un-hireable because of marks, holes (or loss) will incur a replacement fee. This charge will be invoiced to the client and as is usual in these circumstances, the client can then pass the charge on to their customer if they so wish.

This is standard procedure and because our laundry process is so good, it is rare that we are forced to do this. This Replacement Policy has been in place since Catering Linen Hire began and has always been included in the Terms & Conditions (Item 10) on the back of all invoices and delivery notes.

The purpose of this revision is to bring the policy to the attention of all clients and to ensure transparency in our business

Costs will be discussed with the client where necessary.