



### **Inventory Sample Policy**

Let's Do Linens is committed to assisting our customers by providing free samples. In order for us to meet the demand of our growing customer base, we have created a Sample Policy which provides guidelines in requesting samples for extended periods. These reasonable guidelines are for all of our customers in showing product. NOTE: This policy *does not* include "client samples" which are ordered for a one time tasting or booking appointment.

- ❖ Showroom requests are taken in a first come/first serve on availability. Reasonable alternatives will be suggested if items are not available or are in limited supply.
- ❖ Samples ordered for Showrooms must be a mixture of polyester and premium items. Suggested is 50:50 ratio. Some new premium products will be a sample square for your table and not a full sized cloth. Rental inventory history data will be reviewed for each customer to tailor the display to compliment customer preferences.
- ❖ Once the ordered is delivered, each customer has one week to return ALL items from the previous order. NOTE: Showroom orders may be returned the same day as the delivery of a new order.
- ❖ Any items kept for future use (and not returned within the expected date) will be billed a rental charge monthly until returned.
- ❖ Free Showroom orders may be ordered for a maximum of 2 months. Any extension will be treated as a rental and charged accordingly for the items on the order until returned. Please call the office to make arrangements if you would like to make any changes to the existing showroom order during the time period.
- ❖ The number of showroom tables for a location will be reviewed with each customer. If extra linens are ordered above the existing number of tables, a monthly rental fee will be charged until returned.
- ❖ Any items that are not returned and are deemed lost must be paid at the replacement price within 2 weeks. No exceptions will be made. Disputes over showroom order returns must be resolved within 2 weeks. A return receipt left by our driver is required to override a negative shelf count. LDL in-house recounts are the final decision on disputes.
- ❖ Showroom inventory items that are returned with damage will be billed the replacement cost of that item.
- ❖ A Showroom order or items may be recalled by LDL for a specific need. If this happens, a new Showroom order may be placed for replacement.
- ❖ Important NOTE: Client sample orders are not to be kept for showroom use and should be returned after the client appointment.
- ❖ Showroom item(s) used for a customer event will be billed a rental charge.