



## HOW TO PACK SOILED LINENS FOR RETURN PLEASE READ CAREFULLY

Thank you for choosing Wildflower Linen for your special event. We appreciate your continued support and ask that you follow these basic steps when packing your soiled linens for return shipping.

1. Be sure all linen items are shaken to remove food, floral debris, wax, etc. Please allow all linens and napkins to air-dry thoroughly to prevent mold and fungus damage.
2. Count all items at the time of receipt as well as after the event. You are responsible for the entire number of items ordered.
3. Place used linens in the pink return shipping bags provided. FedEx labels can be located on the front pouch of every bag. (Remember to air-dry all linens before placing in bags.)
4. Please schedule a FedEx pick up PRIOR TO THE RETURN DATE by following the instructions below: (For example, if your event is on Saturday with a return date on Monday, please call on the Friday before the event to request a pickup on the following Monday. FedEx will not pick up the same day you call to schedule.)
  - 1) Call 1-800-GO-FEDEX (1-800-463-3339). FedEx will ask for an account number, but by-pass this by pressing "0" to speak to an operator.
  - 2) Provide the operator with your call tag number, which is located on the front pouch of the pink return bag.
  - 3) Please keep a record of your tracking number.

### PLEASE NOTE:

- All linens are due back at Wildflower Linen's Buena Park warehouse on the RETURN DATE indicated on your invoice. If extra time is needed to dry out damp linens, please contact us immediately. Otherwise, an invoice will be issued and processed for payment of items not returned by the return date.
- All items will be thoroughly checked and re-counted upon their arrival to the Buena Park warehouse.
- Damaged and missing linens will be charged to the credit card provided at three times the rental price. Damaged linens must be returned because Wildflower Linen retains ownership of the damaged items. Payment for damaged linen is not a purchase of that linen.
- Please contact Teresa Woodral, in our Damage & Missing Department, at (714) 522-2777 or [teresa@wildflowerlinens.com](mailto:teresa@wildflowerlinens.com), if you discover any item damaged or missing before or after your event.

**We appreciate your prompt attention to  
Wildflower Linen's rental return procedures.**

**Thank you!**