



POLICIES & PROCEDURES

CUSTOMER SERVICE HOURS

Monday - Friday 9:00 AM - 6:00 PM
Saturday 9:00 AM - 1:00 PM

Phone 408.294.3355
Local Fax 408.294.3223
Toll Free Fax 888.900.4889
Email cs@elegantpenguin.com

New Toll Free Number

844-EP-Tuxes
844-378-8937

SALES TAX

Elegant Penguin pays the State of California a Use Tax on all its rental merchandise at the time of purchase. You, as our customer, are not responsible to collect sales tax on any Elegant Penguin rentals. This gives you a great advantage over customers that have accounts with other formalwear providers by saving your customers an average of \$8.00 to \$15.00 per rental.

RENTAL PERIOD

The normal rental period is four (4) days. Orders picked up by your customer on Thursday should be returned to you by Sunday. Those orders should be returned to Elegant Penguin on Monday, or be ready to be picked up by Elegant Penguin on Monday. Orders picked up on Friday or Saturday should be returned to you on Monday. Those orders should be returned to Elegant Penguin on Monday or Tuesday, or be ready to be picked up by Elegant Penguin on Monday or Tuesday. All other orders must be returned to Elegant Penguin 363 Meridian Ave. San Jose, CA 95126 on Wednesday following your customer's use, at your expense.

EXTENDED RENTALS

Orders that are longer than four (4) days are billed at \$10.00 per day.

ONE FREE TUXEDO WITH SIX PAID

If your account is current with no past due invoices and you do not have any delinquent returns, you will receive one (1) complete tuxedo rental *free* for every six (6) paid complete tuxedo rentals that you have accumulated each weekend. For example: rent 14 complete tuxedo or suit rental packages and receive two (2) *free*. Rent 21 receive 3 *free*. Rent 28 receive 4 *free*!

PLACING ORDERS

- Make sure your Account Number is on every order.
- Fill out order form completely and in the proper information field.
- Always include the customer's accurate height and weight.
- Please submit any new orders by fax, email or WinTux Web as soon as possible.

Elegant Penguin will contact you if there are any questions related to your order(s). You will receive an order confirmation via email every evening for any orders you placed that day. Please review this order confirmation and let us know of any errors or omissions within 24 hours.

Elegant Penguin will send you a final Order Confirmation (recap) of all orders that you have placed with us by Friday 6 PM preceding your next weekend delivery.

Please review your Order Confirmation report for accuracy!

1. Verify that all your orders appear on this order confirmation.
2. Verify that all orders have the correct pick-up and return dates.
3. Verify that Elegant Penguin has entered your orders correctly and that all sizes, styles and color selections are as required.
4. Notify Elegant Penguin if there are any missing orders, changes or corrections to the confirmation report by Saturday 5:00 PM.
5. Changes on orders that appear on the confirmation report or new orders placed with Elegant Penguin after 9:00 AM on Sunday for that current week will be charged a \$5.00 Change/Rush fee.

DELIVERY & SHIPPING

When orders are submitted to Elegant Penguin at least seven (7) days in advance of their customer's pick up day, accounts that are in our local delivery area will have their orders delivered by Elegant Penguin van no later than 5:00 PM on the day prior to their customer's pick up day. Orders not placed at least seven (7) days in advance of their customer's pick up day will be delivered no later than 5:00 PM of their customer's pick up day. Elegant Penguin reserves the right to ship orders via other methods to our local delivery accounts.

Accounts that are not in our local delivery area will be shipped via FEDERAL EXPRESS, UPS, CALIFORNIA OVERNIGHT, or other carriers as necessary. Elegant Penguin will pay the GROUND shipping charges on orders that are placed no later than Saturday 6:00 PM for the preceding week if the total order exceeds \$75.00. Orders placed later and orders under \$ 75.00 will be charged for the freight. Orders that require shipping by other means, other than FedEx Ground or UPS Ground, will be billed for all freight charges.

REPLACEMENT & EXCHANGE ORDERS

Elegant Penguin will ship any replacement, or size exchange, for rental orders at no additional rental charge if the rental items are available. If the replacement or exchange is the fault of Elegant Penguin, we will also pay for all necessary delivery or shipping charges. If the replacement or exchange is your or the customer's error, you will be billed for the shipping or delivery and any handling charges. If the replacement is for a style change and the new style is more expensive, you will also be billed the price difference.

RETURNS

Prompt returns are essential to operating a Formalwear business.

- All van delivered orders should be ready to be picked up on the appropriate scheduled day to avoid extended rental charges.
- All shipped orders should be returned to Elegant Penguin (at your expense) so that they arrive in our warehouse no later than Wednesday following your customer's use.
- Orders that are not returned to Elegant Penguin by the end of our business day on Friday following your customer's use will be re-billed at 75% of the rental rate.
- Elegant Penguin will not be responsible for items returned to us that belong to others. Elegant Penguin will make every effort to return these items to you as soon as possible, at your expense, so that you can make the appropriate and proper return.

LOST TUXEDOS & ITEMS

It is very important to inspect every rental item that is returned to you by your customer while they are still in your store. You will be billed for an extended rental on the following Friday for any lost or missing item. If the lost or missing item(s) or complete outfit(s) is not returned by the 2nd Friday you will be billed for the replacement cost of those items. Garment bags that are not returned are billed at \$5.00 each. Lost items that have been billed for replacement costs and are returned to Elegant Penguin later will be given credit less any extended rentals charges and the credit will appear on your next invoice.

DAMAGED ITEMS

It is very important to inspect every item that is returned to you by your customer while they are still in your store. You will immediately be billed the replacement cost for any damaged item(s). All damaged items that are billed the replacement cost will be returned to you as soon as possible.

CANCELLATIONS & CREDITS

- Elegant Penguin recommends that at the time of the order you collect at least 1/2 of your rental fee from your customer, to offset any charges that you may incur.
- Orders cancelled at least five (5) days prior to shipment will not incur any charges.
- Orders cancelled during the week of use, prior to shipment, will be invoiced \$10.00 per order.
- No credit can be given on any accessory order after the delivery or shipment.
- During the months of April - June orders cancelled after delivery or shipment will not receive any credit.
- During all other months, orders cancelled after delivery or shipment will receive a 50% credit. No credit on delivery or shipping charges will be issued.
- Cancelled orders that were delivered must be returned immediately, or if shipped, by Wednesday following the date of use, and clearly not worn.
- To receive credit for cancelled orders not used, write on our "picking ticket" CLEAN - NOT USED, and return the order in the timely manner.
- Credits will be issued for orders that qualify and the credit will appear on your next invoice.

TERMS OF PAYMENT

All accounts (COD & OPEN) must have a valid credit card on file.

For OPEN accounts:

Invoices are due without off-set net 10 days. Invoices not paid within thirty (30) days of the invoice date are considered "past due". Past due balances are subject to 1½ % per month finance charge (18% per year).

For COD accounts:

If your account is on COD status, all orders are delivered or shipped COD. You may pay by company check, money order or by credit card. For those accounts that are "cash only" you will need to obtain cashier's check or money orders to make the appropriate payment. You may also choose to pay in advance of delivery or shipment with the credit card that you have on file.

Returned checks:

Any check that is returned for non-payment, for any reason, to Elegant Penguin will cause your account to be rebilled for the amount of the check plus a \$25.00 service charge and then will then be placed on COD "cash only".

Elegant Penguin reserves the right to refuse to deliver or ship orders to any account that is habitually delinquent in returning merchandise in a timely manner, or is habitually missing items.

At Your Service

At Elegant Penguin, our customers' satisfaction is our ultimate goal! We work hard to ensure that you, our customer, and your customers, are completely satisfied with our selection and quality. Our knowledgeable and well trained staff works with integrity to provide excellent service and to meet or beat your expectations. It's our mission to achieve the best experience for you and we will do everything that we can to ensure that you are happy to have chosen Elegant Penguin.

This policy is your assurance, our commitment to you. You deserve the very best. You deserve....



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