
ATELIER SAUCIER

BORROW FAQ

Below you will find some commonly asked questions regarding our BORROW program. Please direct any additional inquiries to bonjour@ateliersaucier.la or your ATELIER SAUCIER consultant.

I. ORDERING

Is there a minimum order size?

Yes, our order minimum is \$150, which is to be met with products and does not include enhanced coverage, folding, shipping fees, delivery charges or sales tax. Please note that this excludes sample orders.

What does your rental fee cover?

Our rental fee covers the price of the linen as well as all washing and processing. Additional fees include enhanced coverage, folding, taxes, and delivery or shipping. Any damages or missing items will be assessed after your order is returned to us.

Can I make changes to an order?

Yes, you can make changes to your order, but orders must be finalized 5 business days ahead of the warehouse departure date. After this time, you may not make changes to an order.

How long can I keep the linens?

Our standard rental period is up to three days. Please note that if your linens are not returned on the scheduled pick-up or return date, your order will be assessed a \$50 extended rental charge per day.

If you need to keep the linens for a longer period, please let us know and we can check availability to extend the rental for an additional fee.

Do you sell or make custom linens?

You dream it, we make it happen! ATELIER SAUCIER is delighted to offer fully customizable linens and design services to the restaurant, wedding and hospitality industries. From fabric choice to stitching, custom embroidery, finishing embellishments and more; we are thrilled to collaborate on one-of-a-kind napkins, runners, cocktails and whatever else one can imagine. Please explore our collaborations on our CUSTOM page and inquire with any questions.

How do I place an order?

Please submit your order request on our website, or email bonjour@ateliersaucier.la. If you need help selecting linens, our design team is here to assist. Please allow a minimum of one business day for your order to be processed, and understand that there may be a delay if we need to confirm inventory availability. To avoid expedited shipping charges, we recommend you place your order at least three weeks in advance of the date you'd like to receive delivery.

II. PRODUCT INFORMATION

What are the standard dimensions of your BORROW linens?

Napkins: 19 x 19 - \$3.75 EA

Runners: 15 x 52 - \$15 EA

Are your BORROW linens also made from sustainably-sourced fabrics?

Absolutely. We hand-pick premium reclaimed and overstock fabrics to create all ATELIER SAUCIER linens.

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How will my linens arrive?

Your linens will arrive pressed and flat, unbundled in protective linen bags. We do offer specialty folding services at the rate of \$.25 per linen.

III. PAYMENT + CANCELLATION TERMS

What are your payment terms?

We require a 50% credit card deposit to hold an order, and the remaining balance is charged to the same card the day before the order leaves our warehouse

Can I cancel my order?

Due to the nature of our business, cancellations affect us significantly; therefore, we adhere to a strict cancellation policy. Cancellations after the Final Confirmation (4pm PST, 5 business days before your order leaves the warehouse), will result in the forfeit of your deposit and may be charged a re-stocking fee. Cancellations within two business days of your order leaving the warehouse will be charged in full. Please see our Borrow Agreement.

Do I have to pay for linens that I don't use?

Yes, you are responsible in full for borrow fees of items that have left our warehouse, as they are out of our inventory and unavailable for other clients to rent. We are happy to make any final changes to your order prior to 4 PM PST 5 business days before it leaves our warehouse, so that your order is appropriate for your final guest count.

II. DAMAGED + MISSING ITEMS

Should I launder the linens myself?

We ask that you not launder your linens under any circumstances. We have a special laundering process for each type of fabric we carry, and many of them are too delicate for standard washing. Cleaning is included in the rental fee, so please leave that to us!

How do you calculate replacement fees?

Replacement fees vary by fabric, and are dependent on the value of the fabric itself, how difficult or easy it is to source, the labor involved to sew the piece, etc. Please contact bonjour@ateliersaucier.la if you need to know the replacement cost of a given item.

What constitutes a damaged item?

An item is considered damaged if it is beyond the point of repair or laundering. It is rare, but we do have to charge a replacement fee if a linen is returned in an unreparable condition. The most common damages are wax stains, tears, cuts, burns, permanent marker, excessive soil and mildew. Normal food and wine stains are not considered damages. Have that extra glass!

Will I be charged for damaged or missing items?

Yes, if an item is not returned, or returned in such a condition that it cannot be rented again, we do have to charge a replacement fee.

What is the Saucier Coverage Program?

The Saucier Coverage Program is designed to keep your mind at ease regarding incidental loss or damage. The SCP fee is automatically added as a line item on your invoice for 8% of your rental item costs and covers you for incidental loss or damage up to three times the amount of that 8% fee. For example: for a \$1000 order, the 8% fee is \$80 and you would be covered up to \$240 worth of incidental loss or damage.