



THE RUG HUB
Equine Laundry Specialists

DEPOT COLLECTIONS

How to present rugs for collection

Depot requirements: *Rugs should be left in no more than 3 days in advance of collection and upon return rugs should be collected within 2 days.*

1. Customers should have an identifying mark on all items submitted.
2. Fill out and enclose **one order form per customer** (form can be downloaded from our website). Additional blank pages may be added if there is not space for all instructions. This order form should be placed **INSIDE** one of the bags. Please **do not** attach the order form to the outside of the bag.
*Individual billing is not possible if multiple customers present their rug(s) as part of a single order
Where a VAT invoice is required please indicate this on the form & provide an email address.*
3. Rugs should be presented in strong, disposable bags. Bin bags, feed bags etc. are perfect. Max of 3 rugs to a bag please! **LOOSE RUGS WILL NOT BE TAKEN**
4. Each bag should be labeled securely with the OWNERS NAME and mobile phone number clearly written on the **OUTSIDE**
5. In our experience, customers may not recall/have noticed that their rug(s) require some essential repairs. We therefore recommend that customers request “wash & check for repairs” option. If “wash only” option is requested rug(s) will **NOT** be checked for repair.
In the event of no services being selected or absence of order form our default service of wash & repair will be applied to the order.
We do not offer a repair only service. All rugs received will automatically be washed.
6. Customers will receive a SMS message to confirm when their rugs have been collected from the depot.
7. Once the order has been checked, customers will receive a second SMS message to confirm quantities of rugs/items received by The Rug Hub.
8. When your order has been completed you will receive an SMS message with total amount due and payment options. **When payment has been received** by The Rug Hub your rugs will be delivered to your assigned depot on our next scheduled date.
9. A final SMS message will be sent when your rugs are **ready for collection** at your assigned depot.

Thank you for your business 