

PRIVATE YARD COLLECTION & DELIVERY



THE RUG HUB
Equine Laundry Specialists

How to present rugs for collection

Rugs should be left in a weather proof area with easy access for driver.

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**
Larger orders, i.e. 20+ rugs can be presented loose, but this needs to be notified in advance.
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.
6. Back at The Rug Hub, when the order has been checked, customers will receive a second SMS messages to confirm quantities of rugs/items received.
7. When your order has been completed you will receive an SMS message with total amount due and payment options. **When payment has been received or confirmation given that payment will be left at the yard for the driver**, your rugs will be delivered back to your yard on our next scheduled date.
8. An SMS message will be sent confirming date & approx. time of delivery. Confirmation from you is required that you can receive delivery. **Failure to receive confirmation will mean rugs will not be included in this delivery**

Thank you for your custom 😊