



These are our most Frequently Asked Questions. We know they do not cover all of our valued customers' questions, so please feel free to call us and ask us in person at **877-410-6367** or reach us through the Live Chat feature on our website during business hours.

About Swatches, Samples and Sizes

How do I get a copy of the Creative Coverings Swatch book?

Easy! Just use our Swatch Book contact form and one of our linen specialists will contact you to discuss your fabric sample needs. Just follow this link to go to the [Swatch Book Order Form](#).

You can also give us a call at 877-410-6367 or 775-359-6733 to talk to one of our Linen Specialists.

Can I view the linen swatches online?

Of course! Simply view our Fabric Browser or check out our Inspiration Gallery, Instagram, Facebook or Pinterest pages for full size table and linen shots.

My Creative Coverings swatch book is missing swatch samples; I lent them to clients. Can I get a refill?

Yes. We're happy to send you your missing swatches. (and thank you for sharing them with your clients!) Either contact us by phone with the missing swatch information or email the request to us at info@creativecoverings.com. Be sure to include your name and address and phone number, in case we need to call for clarification.

Can I get full-size samples of the table linens before I order?

Yes! Clients with an active Business Wholesale Account may be eligible to receive free sample tablecloths. Please ask any representative for more details. To place your order for the sample table of specialty linen simply call direct to our National Office at [775-359-6733](tel:775-359-6733). You may also email us at orders@creativecoverings.com.

How do I figure out what sizes the tablecloths come in?

The information you seek is on the Website and in the swatch book. On the site, available sizes and linen types are listed under the [fabric browser](#). Our manufacturing team can also create custom sizes, so please don't hesitate to ask!

How do I figure out what sizes tablecloths I need for my table?

You can either use our super handy Table Size Chart or simply ask one of our Linen Specialists. They're happy to help you figure out table sizing....especially those tricky ones where you push multiple size tables together to create a cool layout! They'll make sure we get any sized table covered to the floor so you don't have to stare at those ugly table legs!

About Ordering

How and when can I place an order?

We're here to help you with your order anytime from 9 am to 5 pm Pacific Standard Time.

Orders can be placed toll-free by phone at 877-410-6367, fax 775-355-9204, or email orders@creativecoverings.com. We are also available by phone at 775-359-6733 and on Live Chat through the Creative Coverings website.

How long before the event do I need to place my order?

To insure availability and avoid additional shipping costs, please place your order well in advance of your event date. We'll make every effort to accommodate your timing, but the sooner the better. We'll note the shipping carrier and estimated time of linen arrival on your proposal.

When will I receive my proposal?

As part of our Customer Service Commitment we guarantee that you will have your Proposal in hand by the end of the business day in which we receive it. We understand that getting bids to your clients is time sensitive, so we will always reply in a timely manner to make your job easier.



How long is my proposal valid for?

For rental orders we will tentatively hold the linens on your proposal at no charge for up to 3 business days. If you need additional time to make your decision please let us know.

Do you send me a confirmation?

Yes. Upon placement of an order we will send you a Linen Rental Proposal. An online web confirmation OR a signature is required on this proposal and must be returned to Creative Coverings for the order to be confirmed. If you web confirm the order you will automatically receive the confirmation within minutes. If you do not, please contact us.

Can I still make changes after I confirm?

Yes. We understand that the original order many times is a guesstimated count. Once you confirm your order you still have up until 48 hours prior to shipping/delivery to make updates to the counts. Exact specifics of this are detailed out in your Rental Agreement

Do you install and strike the linens?

In some markets we do have crews that can install and strike linens for a fee, such as CA, NV, UT, AZ, WA, OR and ID. Please inquire with your representative if this service is available in your specific area. Pricing is based on location, time frame and order.

Do you send extra linens automatically?

We send exactly what is specified on your order. If you feel like you may need extra cloths please add those to the order when you place it.

How do I get the linens shipped back to you?

Return shipping is made easy by Creative Coverings. We include large canvas bags with return shipping labels already affixed for large orders, and return ship labels for small orders or samples. Any applicable shipping fees will be included on your proposal and invoice.

How much does it cost to ship linens?

Many wholesale clients receive free shipping from us. If there is a shipping charge associated with an order it will be included on the linen proposal at the time you place the order. There is no set fee – it is determined by weight of the cloths and the shipping location. UPS is our carrier of choice and we receive pretty fantastic rates from them based on the volume that we ship daily.

What's the Creative Coverings policy on damaged or lost linens?

We include all the details in every new order confirmation and rental contract. Any linen received with incidental damage will not be charged back to the client; we will make an effort to recycle these linens; however, any damage such as tears, holes, or burns will be addressed right away.

Miscellaneous

Do you have showrooms?

Our National Office in Northern Nevada has showroom space, as well as our Seattle and Las Vegas locations. Various cities have linen partners that stock our lines, so please inquire if there is one near you! Our virtual showroom is our Fabric Brower or any one of our social media sites that feature photographs, like Instagram and Pinterest.

Is it better to rent or purchase the linens?

This depends on your event. If you think you can utilize the linens again and you have room to store them, purchase might be the way to go. Please check locally what it would cost you for laundering the cloths and factor that into your decision. Renting is the less expensive AND the Greener way to go, as we will continually rent the cloths out instead of them (or a disposable version) going into a landfill.

Are you a Green Company?

Creative Coverings is the only Certified Emerald Green Linen Rental and Sales Company in existence. Renting any event supplies is a Greener choice than purchasing them. We make every effort to recycle any items that come back damaged, our office and billing systems are almost completely paperless and have an entire program in place to insure we are constantly looking out for our environment. You can view the details in our Green Initiatives.