

# TERMS AND CONDITIONS

Contract is any agreement between the hirer and company, for the hire of equipment detailed within the contract.

The hirer is any individual, company or organisation that the company is contracted to supply equipment hire to.

The company is Afternoon Tea Party

All hired equipment remains the property of Afternoon Tea Party at all times.

The hirer is responsible for all equipment, provided by Afternoon Tea Party, from time of collection until time of return.

By payment for and acceptance of hire equipment, you are accepting our Terms & Conditions.

## **Booking**

Prices are for individual items and for one day's hire. One day's hire covers our standard hire period of 3 days.

This includes the day of pick up, followed by the event day, followed by the day of return.

Weekend hire counts as one days hire, pick up Friday and return Monday.

Extended hire terms can be arranged.

A damage/ loss deposit is required when booking and will be refunded within 10 working days once all the hire items have been returned. This will be a minimum of £60.00.

All orders placed 14 days or less from hire date are payable in full when placing an order.

Free return dirty service is included.

When hiring equipment, no refund will be given for unused items.

## **Deposit**

Quotations are not confirmed orders until a 30% non-refundable security deposit has been paid.

Once you have received the deposit invoice or full invoice for booking, if this is not paid within 2 working days, the items may become unavailable to hire.

Once the deposit has been paid your order will be confirmed.

The remaining balance of the order will need to be paid prior to 2 weeks of delivery.

## **Payment**

The following payment methods are accepted by the company: BACS, cheque and cash.

All invoice payments must be cleared by non-account holders prior to delivery. If full payment has not been received for an order by the due date, the company reserves the right to cancel the order.

For account holders, you have 30 days from the date of your event, to clear all payments for the order you received.

## **Equipment**

Photo Disclaimer – photographs shown are the best match available for our inventory. Actual items may not be identical to images.

Afternoon Tea Party reserves the right to supply an alternative product where circumstances have rendered the goods ordered unfit for delivery or when items have not been returned to us or returned damaged from previous hire.

The Company cannot accept any claims from the hirer ordering incorrect equipment or non-adherence to the operating instruction.

Afternoon Tea Party will not accept any responsibility for injury or damage caused by the use of equipment.

It is the hirers responsible to ensure the safety and security of all equipment provided by Afternoon tea party.

You must report any item shortage, malfunction or damage within 12 hours of collection. You must call 07813810240 and report any issues. If there is no answer you must leave a message reporting the problem. We will aim to return the call within 10 – 15 minutes.

No refund or compensation will be given to a grievance if the company has not been informed within 12 hours of collection.

It is highly advised for the hirer to receive their order the day before the event, to allow time to check all equipment and items delivered and to address any potential problems. Afternoon Tea Party will not accept liability for late delivery on the day of the event.

All containers and boxes provided when collecting the order, must be returned. All items should be returned to the containers they were delivered in. Failure to return these containers or damage to the containers will result in the hirer being charged the full replacement cost.

### **Customer Collection & Return**

Valid ID is required for all customers collecting their order. If a valid ID is not provided, the customer will not receive their order.

Afternoon Tea Party will inform the hirer of the expected number of containers needed to box their order up. It is the responsibility of the hirer to ensure the vehicle they arrive in to collect their hire items is suitably sized.

Afternoon Tea Party will inform the hirer if the containers with their hire items are expected to be heavy. The hirer will be expected to understand this when they arrive to collect their order.

The hirer will be expected to load/ remove their order into/ from their own vehicle when collecting/ returning.

If the hirer believes they may need assistance with their order when collecting/ returning, they must inform the company so that the presence of warehouse staff can be arranged to help the hirer.

The hirer is responsible for the hire items from the point at which they sign for their order, to the point at which they safely return the hire items to the company.

Anyone collecting and returning equipment may be charged an extra day's hire if the items are not returned on a specified day.

### **Damage & Loss**

Breakage/ damage/ loss to be paid for by the hirer.

Once hire items have been returned, the company will inform the hirer of any unreturned/ damage items.

Any breakage/ damage to hire items will be charged at the full replacement cost.

If it is possible to fix individual parts of damaged equipment, the hirer will only be charged the replacement cost of the part in question and the labour costs to fix it.

Standard hire charge will apply until any lost items are returned.

### **Cancellations**

Charges for cancellation of order

Cancellation of order more than 14 days prior to hire – No charge

Cancellation of order < 14 days prior to hire – 50% payable

Cancellation of order > 7 days from hire – 75% payable

Cancellation of order less than 7 days from hire – 100% payable

Charges for reducing the order quantity more than 10%

Reduction of order more than 14 days prior to hire – No Charge

Reduction of order < 7 days prior to hire – 25% charge

Reduction of order up to 5 days prior to hire – 50% charge

Reduction of order less than 2 days from hire – 100% charge