

## **Terms and Conditions of hire at Colours Chair Covers**

### **1. Definition and Law**

- 1.1. The order confirmation is the document that sets out these conditions and all other details in relation to your agreement with us.
- 1.2. “We” and “Us”, “Colours”, “Colours Chair Covers” and “Our” mean the seller/supplier of the goods.
- 1.3. “You,” “Hirer” or “customer” means the hirer of the goods.

### **2. General Condition**

- 2.1. Once you place your order we will hire you the goods requested.
- 2.2. The hirer is responsible for ensuring that our chair covers will fit their chairs.
- 2.3. All goods hired remain our property. During the period of hire, the hirer will be solely responsible for all hired goods - from the acceptance of the goods through to the return of the goods to Colours
- 2.4. Deliveries and collections are booked in for you by Colours. It is the hirer’s responsibility to ensure someone is available to accept delivery of the goods, and that someone is available to return the goods. Delivery/collection times are between 8am-7pm.
- 2.5. Our hire period is up to 6 days, unless a special agreement has been made between the hirer and us.
- 2.6. If the delivery and collection address for the goods is different to the billing address the hirer is to email Colours the delivery/collection address, failing which we will assume the delivery/collection address will be the billing address.
- 2.7. If you have our set-up service, it is the responsibility of the hirer to ensure that the chairs being covered will be placed around the table before our fitters commence set-up
- 2.8. Once your order is placed amendments are to be made by email only. Alterations such as increasing the quantity of chair covers and changing the colour of the sash/table runner can be made upto one month before your function. However, any amendments made after this time will be subject to availability
- 2.9. The remaining balance per your order confirmation will be debited one month prior to your function from the payment method we have on file for you.
- 2.10. Payments made by the hirer which contribute to the total hire cost are non-refundable.
- 2.11. Although all covers and sashes are checked before despatch, it is the responsibility of the hirer to check the goods on receipt and to notify us within 24 hours by email with photo proof of any covers that are ripped or torn. Complaints made after the event will not be considered.
- 2.12. We will not be liable should an injury or damage occur during the hire of any of our services, linen and equipment. The hirer will be responsible for ensuring the chair covers and sashes are fitted correctly before the beginning of the event

### **3. Refundable Security Deposit**

- 3.1. A refundable security deposit of £1/ cover is due before the start of the hire period, refundable (within 21 days) upon the return of all covers and sashes with no damage. Standard cleaning of the chair covers is included in the hire charge, which includes light food & drink marks & slight foot scuffs

The following is deductible from the above security deposit:

- £1/cover will be charged for each cover with excessive food or drink stains
  - 50p/sash will be charged for any stains or marks whatsoever.
  - £7/cover, £2/sash, £5/wrap, £3/table runner £10/table cloth, and £2/napkin for physical damage including candle wax, rips or tear of any kind, cigarette burns, any other burns, drawing/s of any kind, excessive food, drink stains and any shortage
  - £15/centre piece for any shortage and damage caused where the product cannot be hired out again includes chips on the glass, cracks, and major breakages.
  - Sashes must be UNTIED & FOLDED before their return. Sashes returned tied &/or unfolded will attract a charge of £15 per 100 or part of.
  - Aborted deliveries will be charged at £25/box
- 3.2. If the hired goods are not returned at the end of the hired period, then the following will be deducted from the payment method we have on file for you:
- The cost of replacement goods to honour any bookings where the goods are required.
  - The cost of replacement goods where hired items are permanently not returned.
  - An additional hire period, charged equivalent to 100% of your invoice value for every 48 hours of part of e.g. If 100 chair covers have been hired at £2.00 each, the additional 48 hour or part of will be £2.00 x 100 = £200.00
- 3.3. Goods must be packed in the boxes they were delivered in. If there is more than one box, the items should be divided equally between the boxes to stay within specific courier weight limits.
- 3.4. Charges made by Courier for incorrect weights will be deducted from the refundable security deposit.

#### **4. Cancellations (Excluding Special Orders)**

- 4.1. In the event that you need to cancel your order, cancellation charges will be payable as follows:
- For notification of at least 2 Months prior to the date of hire 25% of the total cost required
- For notification of at least 1 Months prior to the date of hire 50% of the total cost required
- Thereafter 100% of the total cost required
- 4.2. Special orders are to be paid at the time of order and are non refundable.
- 4.3. If we have to cancel a booking due to reasons beyond our control, we will do so in writing and return any amounts you have paid

#### **Rights Reserved**

Colours have the right to revise terms and conditions