



Terms and Conditions of Hire

Hire Period

- For orders over £500 the hire period for all items is 4 days maximum.
- Any extension to the hire period must be agreed prior to your event. Extensions to the hire period may incur additional charges.
- The items shall at all times remain the property of Rustic Hire Ltd
- The customer is responsible for the care of the items during the hire period from the time of delivery/collection until the items are collected/returned and accepted back into the possession of Rustic Hire Ltd.

Delivery and collection

- All items can be collected/delivered at the time period agreed in the contact.
- An unsociable hours delivery/collection carries an added premium that will be quoted for each individual journey. (Anything before 9am or after 5pm)
- Our delivery service is available at an additional cost dependant upon the quantity of items hired and the distance for delivery. Please ask for a delivery quote if this is required.
- We need access for our van to deliver as close as possible to your venue drop-off point and access must be accurately relayed to us so we can arrange an appropriate drop-off team and schedule this effectively.
- As standard we supply two people for delivery and collection. Our tables need two people to unload and carry.
- Any distances over 20 metres from our van to your drop off point may incur an additional charge if the delivery takes longer than our allocated time slot. Any fields, hills, lifts or stairs must be discussed in advance if you require us to carry our stock through these to your drop off point. If this is discussed in advance we can price it accordingly. If not discussed in advance, additional charges will be applied retrospectively.
- Upon receipt of the items, the customer must inspect all items and sign a delivery note to accept receipt of the goods. In the event of shortage or damage, it is the customer's responsibility to mark this on the delivery note at the time of delivery. If the customer fails to do this, the items will be deemed to have been delivered in a clean and undamaged condition. Equally, if there is no-one available to check the items, they will be deemed to have been delivered in a clean and undamaged condition.

- The customer agrees to return the goods/prepare the goods for collection, at the time period specified in the contract. Failure to return/prepare the goods on time will result in an additional 10% charge of the total hire.
- Some items will be delivered in secure packaging. Items should be returned to us in this packaging to avoid damage to items during transport.
- All tables and chairs must be collapsed and stacked in preparation for collection.

Cleaning

- All goods will be supplied in a clean, ready to use condition.
- All items should be returned in an equally clean condition.
- Failure to return items in a clean condition will result in a 15% charge of the total hire.

Important Health and Safety information

- Please take care when moving, lifting and using our stock.
- Please follow our instructions for yours and your guest's health and safety.
- When moving or lifting any of our stock please be careful not to hurt your back or catch your fingers or clothes.
- We remind people that our furniture is vintage, reclaimed, antique and rustic. There may be splinters, nails or rusted metal in some of our hired items.
- In the event of any injuries or damages while you're in receipt of our stock we can not take responsibility or liability for this. In receiving this document you agree to this.
- It is your responsibility to make your guests aware of their health and safety.

Operating our tables

- The tables are large and heavy and need a minimum of two strong people to move them.
- They must be carried with the table top side facing towards the ground. This is so the folded legs are looking up towards the sky, this is so you won't have any problems with the folding legs catching your fingers.
- Never hold the weight of the table by the trestle legs.
- Tables must be erected and collapsed by a minimum of 2 people so that they can be turned over without damage. Please watch your fingers whilst working the trestle leg mechanism.
- Take care to ensure the leg braces are fully extended when erecting for use
- **Never should these tables be carried or moved by one person.**

Terms of Payment

- Upon placing an order, a 20% of hire cost or £200 is required to secure your order, whichever is the bigger amount. This amount is in addition to your hire items and is used as a security deposit for any potential breakages, damages and losses. This will be refunded once all items have been returned and checked. Any charges will be deducted from this amount if necessary. Should the cost of the damages exceed the security deposit amount,

then an additional invoice will be issued for these costs. Damage costs will be applied in respect of time taken to repair damage. If items are beyond repair or lost, items will be charged at current market rate as well as for future losses of hire.

- The balance of your hire charge must then be paid at least 30 days prior to the start of the hire period, along with any additional hire or delivery charges.
- Payments may be made via cheque, BACS, Paypal or card if attending our premises. Specific payment details will be given at the time of placing your order.

Cancellation

- Cancellations must be made in writing to Rustic Hire Ltd.
- The following cancellation charges will apply based on the notification period given:

30 days or more	25% of full hire cost will be charged
14 – 30 days	50% of full hire cost will be charged
Under 14 days	100% of full hire cost will be charged

Liability

- Rustic Hire Ltd accepts no responsibility for any injury or damage caused by the goods hired.

Insurance

- It is strongly advised that you obtain suitable insurance for all items hired from Rustic Hire Ltd. All breakages/damages/losses will be charged accordingly.