

TERMS & CONDITIONS

1. Subject to any variation expressly agreed in writing, the terms set out below shall form the contract between you (the "customer") and Crosby Hire Ltd .

Your Order

- 2.1 The customer is responsible for the safe custody and care of all goods from the time of delivery until collection by Crosby Hire Ltd.
- 2.2 The customer assumes all responsibilities & liabilities once the Hire Goods have left Crosby Hire Ltd.'s premises until they are returned. Where Crosby Hire Ltd has offered a delivery & or collection service, once Hire Goods have been delivered, the customer assumes all responsibilities & liabilities until the Hire Goods have been collected by Crosby Hire Ltd, irrespective of agreed timings.
- 2.3 Hired goods shall be at the customer's own risk from the time of delivery through to collection. Risk will not pass back to Crosby Hire Ltd in respect of hired goods until such goods are back in the physical possession of Crosby Hire Ltd.
- 2.4 All breakages, damaged items, and shortages including packaging will be charged at replacement cost and our count of goods IN/OUT is final.
- 2.5 Any spillages on furniture which can't be cleaned in house will have a dry-cleaning charge of £80+VAT per item levied.
- 2.6 For custom repairs the customer will be charged the full cost of the repair.
- 2.7 We advise all customers to arrange adequate insurance to cover the full replacement cost of the equipment when in your care.
- 2.8 Crosby Hire Ltd.'s furniture is intended for indoor use only. If it is the customer's intention to use any furniture outdoors the customer must seek prior acceptance from Crosby Hire Ltd.
- 2.9 If the equipment is being used or stored in a marquee the customer must advise Crosby Hire Ltd of when the marquee is being set up and taken down.
- 2.10 The Hire Goods must not be left outside open to the elements.
- 2.11 The Hire Goods must be kept dry at all times.
- 2.12 The Hire Goods must not be left outside overnight.
- 2.13 If the Hire Goods are found to be wet due to being left outside a damage fee will be incurred by the customer.
- 2.14 Crosby Hire Ltd.'s furniture is not fire resistant. All Hire Goods must be kept away from sources of ignition or excessive heat.
- 2.15 Please do not use any candles directly on our furniture or table linen. Candle wax can damage furniture and linen resulting in replacement/restoration charges being levied.
- 2.16 Please do not affix anything to the Hire Goods without prior permission.
- 2.17 The customer can make additions to their order at any point up to delivery, provided the items are available.
- 2.18 The customer can make reductions to their order no less than 4 weeks prior to delivery. After this point no reductions are allowed. Any deposits paid against items removed from the order are non refundable.
- 2.19 Crosby Hire Ltd is only hiring out the goods and at no point will the goods be sold.
- 2.20 By accepting confirmation of your order you are accepting our Terms and Conditions. These are the terms to which you will be contracted. No alteration or substitution to the terms and conditions will be valid unless agreed in writing by both parties beforehand.

Delivery & Collection

- 2.21 Our drivers deliver between the hours of 8am - 6pm, Monday to Friday. Regrettably during busy periods we can not give a specific delivery time. The customer must be present for the delivery/collection of the order, any failed delivery/collection attempts will be charged for.
- 2.22 Delivery will be made to the nearest access point at ground level, the order must be ready for collection from the same point, otherwise additional charges may be incurred. A chargeable portering service is available by prior arrangement.
- 2.23 It is the customer's responsibility to ensure the Hire Goods are ready for collection and ensure all equipment is repackaged as it was delivered.
- 2.24 It is the customer's responsibility to ensure any tabling is ready for collection and does not have any items on top.
- 2.25 It is the customer's responsibility to inform Crosby Hire Ltd of any access restrictions. Crosby Hire Ltd will not be held liable for any aborted deliveries owing to restricted or unsafe access.
- 2.26 We do not carry equipment up or down stairs.
- 2.27 Any parking fines or other parking costs incurred due to inadequate provisions made by the customer for the delivery and collection of goods will be re charged to the customer.
- 2.28 It is the customer's responsibility to check the order upon delivery and notify us of any discrepancies immediately, any discrepancies advised of after the event will be non-refundable. In the event no one is present at the venue the order will be checked and signed for on the customer's behalf by a member of Crosby Hire Ltd.'s delivery team.
- 2.29 Any person who signs the delivery note is deemed authorised to do so.
- 2.30 As standard we do not deliver or collect orders over the weekend, if you require a weekend delivery or collection you must notify us at the time of booking.
- 2.31 Additional charges will apply if our drivers have to wait to gain access to deliver or collect your order.

2.32 Additional charges will apply if our drivers have to search for our equipment on site.

Cancellation

2.33 If the customer chooses to cancel their order the following **charges** will apply:

Within 4 weeks of your delivery date – 50% of the order

Within 3 weeks of your delivery date – 75% of the order

Within 2 weeks of your delivery date – 100% of the order

Damages Deposit

2.34 A damages deposit may be added to the customer's order. This will be listed on their quote and/or invoice.

2.35 The customer's damages deposit will be refunded minus any monies owed for damaged or non returned items. Deposit refunds can take up to 14 working days to be processed.

Deposit

2.36 We charge a 20% deposit to confirm your order.

2.37 The final balance is due 4 weeks prior to delivery/collection of your order.

2.38 All deposits excluding damages deposits are non refundable.

2.39 If you remove items from your order the deposit paid in respect of these items is non refundable.

Liabilities

2.40 Crosby Hire Ltd will not be held responsible for any injury or damage to persons or property arising from the use of any goods under hire.