



Terms and Conditions

1. Unless otherwise stated, all goods supplied are on a hire basis only and title remains with 365 Linen Hire. All hereafter known as **The Company**.

2. **The Client** - is the person named on the booking form. The Client takes full responsibility for the goods under the following terms and conditions.

3. **The Hire Period** - is for a maximum of five days, with goods available for collection or dispatch 2 days prior to the event. For weekend events the earliest collection is the Thursday prior to the event date. This can be extended at the Company's discretion and with prior agreement for which a charge may be levied. (This will be noted clearly on your booking form). All goods **MUST** be returned by the following Monday for us to collect after a weekend event. The day after the 5th day hire, will be the 6th day. Upon the 6th day this will start a new hire period of five days for which the full hire value of original signed booking form will be charged. On the 14th day after the original hire period, if the goods have not been returned the hire period will stop and it will be deemed that you wish to purchase the goods at full retail value. A charge will be taken from your credit / debit card – details of which will be held by the Company at the time of booking.

4. **Securing a Booking / Payment:** A 20% non-refundable deposit will be required to secure a booking. Until the booking form and the Terms and Conditions Agreement (signed or virtually signed by the Client) and deposit is received back to the Company then no booking will be deemed to have been made. The balance is payable ONE full calendar month before the event date. If a booking is cancelled more than three months in advance then no more is payable but the deposit will not be refunded, if a booking is cancelled within three months then see the cancellation terms below, paragraph 5. These monies can be used against a future booking with The Company within 12 months if the event is only postponed.

365 LINEN HIRE WILL NOT SUPPLY OR PROVIDE ANY LINEN IF THE FULL BALANCE HAS NOT BEEN PAID IN FULL.

PAYMENT ON THE DAY OF THE EVENT IS NOT ACCEPTED.

Trade customers have up to 30 days to pay after the date of the invoice,, repeated failure to pay will have the 30 day payment terms withdrawn and payment will be due a week before delivery.

5. **Order Changes / Cancellation or Reduction of Hire Goods:** Reductions in the quantities of hire goods within one month of the event date will not be refunded. Additions to hire goods quantities are subject to availability at the time of request only and not guaranteed. The client will pay a non refundable deposit of as detailed in the quotation at the time of order. In the event of the client making a full cancellation, or cancellation of any individual items within the quote, the following charges will apply:

Cancellation 3 calendar months before the event date 30% of the last quotation
Cancellation between 14 and 28 days before the required date - 50% of the last quotation

Cancellation less than 14 days before the required date - 100% of the last quotation

The Company will endeavour not to make any changes to your event plans without your prior consent. However, if we are forced to make changes due to unforeseen circumstances / lack of

availability, **we will discuss this with you immediately.**

6. Delivery / Collection of Hire Goods: This will be provided by us unless we need to use a courier if the distance is over 40 miles from SP2 7YR. Please may we have a contact name and number.

7.Liability: The Client is solely responsible for the Hired Goods not the reception / event venue / hotel / florist or any other third party to whom the Client has entrusted the Hire Goods. The Client alone shall be responsible for ensuring the Hired Goods are kept in good order from the time of despatch from the Company until back into the possession of the Company. Therefore, if the Client intends to leave Hired Goods anywhere other than in the Client's possession before or after the event an agreement of a good provision of storage must be made and organised direct with the hotel or third party by the Client and does so at their own risk.

If the Client intends to leave directly after the event finishes e.g. Honeymoon, the Client must organize the take down, re-packaging and return of all hired goods prior to the event, nominating a third party to act on their behalf, the contact names, addresses and telephone numbers should be made known the Company so that the goods can be located after the event. The Client will still be fully responsible for the hired goods even when dealt with by a third party.

8. Wear & Tear: The Client understands that The Company's items are in good working order but are not in "as new" condition. The Client and/or their nominated third party will be asked to sign the terms and conditions before leaving The Company's property. Once the hired items have left The Company's premises we deem the hire period to have begun and the hire items satisfactory and fit for purpose. We will NOT entertain complaints made after the items have been returned.

9. Packaging: All goods are provided packaged in boxes / bags. Therefore all goods must be re packaged in **THE ORIGINAL PACKAGING** provided ready for collection / return. A charge will be made for non-return or damage of original boxes and packaging usually around £20per bag. This covers the cost of the Company having to purchase more bags.

10.LOOKING AFTER THE GOODS

a. **Goods must not be returned in plastic bags** Damage resulting from mildew or other stains that do not respond to standard laundering, if this does not alleviate the mildew/stain the linen will be charged at full replacement cost.

b. When laundry bags have been supplied these must be used for the soiled linen after use.

c. Shortages and damages to hired goods will be charged at their full replacement value (details of which are available on request). No substitute item will be accepted by the Owner. Damaged goods include those that have sustained burns, scorches, tears, defacement, concrete, ink and earth stains.

d. Goods that are returned with candle wax. Replacement charges will be levied.

Candle wax presents a high risk of permanently ruining a 100% air-spun polyester tablecloth because standard wax removal techniques directly conflict with the physical properties of polyester.

Air-spun polyester mimics the soft feel of cotton but retains the low melting threshold of synthetic polymer fibers. Trying to melt the wax off using traditional iron-and-paper-towel methods will easily push the fabric past its heat tolerance, causing the plastic fibers to warp, glaze, or completely melt into a hard, glossy spot

e. The Hirer may request the return of any damaged goods within 7 working days of being informed of any such damage. After that period all such items shall be disposed of. Any hired/rented items lost or damaged, with the exception of fair wear and tear, will be charged to our customer at the replacement price in force at that date.

f. All goods must be left in a dry and secure location at all times

11. Non Returns / Damaged Goods: The Client will pay for any non-returns and damaged goods howsoever caused at **FULL RETAIL VALUE**. Details of the retail value of Hired Goods will be given on request at the time of booking for the Client's own information.

The Company will take details of the Client's credit or debit card and a pre-authorisation fee on the Client's credit card to cover any costs incurred due to damage or non-returns. Hired goods will be checked upon return and a charge will be made from the given credit or debit card the same day for any non-returns or damages of hired goods found at that time.

All packaging, bags and boxes **MUST** be kept and returned in good condition. The loss / damage of these bags will incur a replacement charge, usually around £20.

12. Deliveries: Deliveries and collections by courier can only be made to a residential address provided by the Client. Deliveries will not be sent direct to a venue or collections from a venue as all goods require to be checked upon receipt. Deliveries must be inspected within six hours. Any shortages or incorrect items must be notified to the Company within six hours (same day) of receipt. This enables us to put things right in good time. No claims for loss or incorrect items can be entertained beyond this time period. The Company will not be liable after this time and no refunds will be given if the notification time is not adhered to.

All hire goods for courier delivery must require a contact name, phone number and email address. The linen would be booked on a next day courier service and notice given to the Client of the date of courier delivery and collection. Someone needs to be available for both delivery and collection between the hours of 8.00am and 6.00pm.

Please keep the paperwork with the returns stickers safe as these will be required to adhere to the boxes provided for a courier collection and the box(es)

13. Liability: The Company shall not be responsible for injury or damage to persons or property howsoever sustained arising from any Hired Goods from 365 Linen Hire.

22. Insurance: The Company has advised the client to take out personal wedding insurance and does not accept responsibility if the client chooses not to do this.

25. Force Majeure: Whilst every effort will be made by the Company to complete any orders, they cannot be held liable for non-completion of orders due to matters beyond their control.

Declarations:

I declare that I am the Client and that I have read and agree to these terms and conditions of hire. I can confirm that I have provided photo identification with home address as proof of identity as the person named on this agreement.

Print Name:

Signature:

Date: