

## 365 Linen Hire Terms and Conditions

1. All equipment remains the property of the owner, 365 Linen Hire , Unit 7, Paxton Business Centre, Whittle Road, Salisbury, SP2 7YR. sales@365catererslinen.co.uk
2. During the period the goods are on hire the Hirer shall be solely responsible for the hired goods and shall alone be responsible for insuring the goods from the time of acceptance of goods until return and acceptance of goods back into the possession of the Owner.
3. Orders will be accepted by email (preferred option as therefore being recorded).We will accept orders by phone but we take no responsibility for any mistakes for orders given by telephone. In return we will email you a confirmation PDF. (Please check thoroughly)
4. It is the hirer's full responsibility to check the order confirmation to ensure they have received what they have asked for. It is also the hirer's responsibility to notify us if you have not received confirmation. All confirmation and quotes are sent by email, if requested we can send by post.
5. The Owner shall not be responsible for injury or damage to persons or property howsoever sustained arising from any goods under hire.
6. In the case of non-account customers a refundable sum of money may be payable in addition to the hire charges and at the Owner's option and may be used towards any monies due from the Hirer to the Owner. It is only refundable after the deduction of such monies.
7. All account invoices are due for payment within 14 days. Any invoice outstanding beyond this period will be referred to a collection agency and will be subject to a surcharge to cover the collection costs incurred. This surcharge together with all other charges and legal fees incurred will be the responsibility of the customer and will be legally enforceable. The client will be responsible for all reasonable cost incurred in the recovery of any outstanding balance (including the employment of a debt collection agency and all potential legal costs). Debt collection charges will be levied against the value of the outstanding debt at the prevailing rates: between £100.00 and £2000.00 a charge will be levied of 18%, between £2001 & £5000.00 will be charged at 10%, between £5001.00 & £15000.00 will be charged at 8%, any balance above £15001 will be charged at 6%. Any debt for collection outside of the United Kingdom (England, Scotland, Wales, Northern Ireland) will be subject to a further additional charge imposed by the International agencies contracted to act on behalf of the debt collection agency.

### 365 Linen Hire Terms and Conditions

8. When the goods on hire are collected by or delivered to the Hirer or his representative the hirer shall inspect the goods and sign the Owner's collection/delivery note. In the event of shortage or damage the Hirer shall endorse the note accordingly at the time of collection or delivery. If the Hirer fails to perform any of his obligations under this condition any goods will be deemed to have been collected/delivered in a satisfactory condition.

9. Shortages and damage to hired goods will be charged at their full replacement value details of which are available on request and no substitute item will be accepted. The Owner reserves the right to also charge the Hirer loss of profit on the lost future hire of the goods. The hirer may request in writing the return (and bear the cost thereof) of any damaged goods within 7 days of the Hirer being informed in writing of any such damaged. Otherwise the said items will be disposed of.

10. When orders are returned to our premises they will be kept in the delivery bags/boxes until such a time we are able to check for any missing or damages. If the linen returned that has been counted does not match the count what should have been returned a second count will be conducted by an operations manager. If there is still a discrepancy you will be informed, you will then have 5 days to find any missing linen. If the missing linen is not found then you will be invoiced accordingly.

11. Any complaints arising from dissatisfaction with an order must be notified within 24 hours in writing. If you do not notify us accordingly we shall have no liability for such defect.

12. Goods must be available for collection at the delivery address unless otherwise arranged. All deliveries and collection including aborted deliveries and collections will be charged for. It is your responsibility to check all delivery & collection addresses on our paperwork which will have been sent to you by email or post. If delivery or collection was not possible on the day agreed you may be liable for another delivery or collection charge.

13. In the event of an aborted collection the Hirer must make their own arrangements to return the goods to the Owner.

14. Warranties - we do not warrant that the linen supplied shall be fit for any special purpose unless agreed previously between us in writing. We reserve the right to choose an appropriate replacement to your specific colour or size should the necessity arise. However we will endeavour to notify you of such a change whenever possible.

### 365 Linen Hire Terms and Conditions

15. Prices quoted are for one day's usage only apart from the days used for delivery and collection. No hire shall go past one week. There are additional costs if required for more than one week.

**17. WET TABLE LINEN MUST NOT BE PLACED IN PLASTIC BAGS AS IT MAY BE ATTACKED BY MILDEW AND WILL THEN BE CHARGEABLE AT THE FULL REPLACEMENT COST - WET TABLE LINEN SHOULD BE LEFT OUT TO DRY BEFORE BEING PACKED READY FOR COLLECTION.**

**18. TABLE LINEN WHICH HAS BEEN DRAGGED ON THE FLOOR OR PLACED ON EARTHEN GROUND WILL BE CHARGED FOR AT FULL REPLACEMENT COSTS.**

19. In the event of cancelled bookings a cancellation charge will be levied by the owner at 50% of the value of the order within 3 days prior to delivery.

20. It is your responsibility to make sure boxes or bags are sealed correctly in order that nothing can escape from the box or bag when collected by a courier. Any linen that has escaped due to the box or bag not being fastened and sealed correctly will be your responsibility.

21. If you require us to deliver or collect the linen from your venue then you take full responsibility for any linen that is damaged or goes missing from the venue. At no point is 365 Linen Hire responsible for any shortages or damaged linen. The count of linen will take place when the linen arrives back at our depot and until this point the linen is your responsibility.

22. Goods that are to be delivered by courier are sent 2-3 days earlier where possible as a precaution. Therefore if any errors occur there is time to rectify them.

23. If we are delivering goods on your behalf to a venue, it is your responsibility to give us venue representative details should the need arise to contact them.

24. If we are collecting from your chosen venue you must have provisions in place for the linen to be packed away ready for collection in the agreed manner.

26. [Online dispute resolution](#)

27. The hirer is fully responsible for the linen and for insuring the linen from the time of acceptance until returned to our premises.