



WEDDING HIRE ~ ACCESSORIES ~ PROPS

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NERISSA EVE WEDDINGS LIMITED

TERMS AND CONDITIONS 2018

### Hire Terms and Conditions

Our promise

Our hire items are inspected before each hire and we pride ourselves on sourcing the best high quality product. We review our prices on a regular basis and we are confident that we are offering you a competitive quality service. If for any reason you are not entirely satisfied with your goods complaints can be made by telephoning; 01858419544 / 07732315011 or emailing; enquiries@nerissaeveweddings.com Your statutory rights are not affected.

Privacy Policy

- Nerissa Eve Weddings treat any personal information you provide with the provisions of the data protection act of 1998 and will only use the information you supply via this website to contact you in connection with services provided and/or to respond to requests you have made to provide any desired information.
- Nerissa Eve Weddings does not sell, trade or rent your information to third parties.

Payments

- All goods hired will require 50% of the total cost to be paid as a deposit at the time of the booking to secure the order. If the required delivery date is within 5 weeks of placing your order, full payment will be required.
- Preferred payment method **Bank transfer**
- **Paypal** - If you prefer to pay through Paypal please let me know and I will send you a Paypal instruction. You will receive an email from Paypal, please follow the instructions in the email.
- The balance of the complete cost of the hire (inclusive of delivery and collection charge) is due for payment 4 weeks prior to the goods being dispatched. We accept the following methods of payment – Paypal, bank transfer & cheque . If paying by cheque all cheques must clear before goods will be despatched.

- If the balance payment is not received we reserve the right to withdraw our acceptance of your order. No delivery will be made without receipt of the balance. Delivery will not be made without receipt of the full invoiced balance and security deposit transaction.
- The normal rental period for goods is 1- 4 days up to a maximum period that may not normally exceed 30 days.
- If you wish to arrange an extended hire, hold your hired goods for longer than the contracted period, please contact us in advance to check availability of the products and also the cost for the extended hire. Unauthorised extensions to the rental period will be charged at the current rates plus a daily £50 penalty.
- No refunds or credits will be issued for any items that are returned unused.
- Hires made under three days before the stated hire period must be paid via debit or credit card and the full payment will be required.

### Damaged Goods (Hire)

- Goods in your care shall remain your responsibility at all times
- The £100 refundable damage deposit is charged at the time of hire, this will be returned once goods have been returned and checked for any damage or loss. The hirer will be informed within a maximum of 5 working days if there is any damage, missing or substituted items. It is advisable to check the goods upon receipt to check for any damage prior to signing the delivery note. Missing and/or damage to the hired goods will be charged at the replacement cost price of each item, and deducted accordingly from the hirers damage deposit. If the cost of the missing or damaged goods exceeds the £100 damage deposit a bill will be issued.
- Details of the replacement cost charges are available upon request. The Hirer shall be solely responsible for the hired goods. Hotels/Venues/Florist/Wedding Planners/ or any other third party involved will be exempt from any responsibility regarding the hired goods and will not be held accountable should any damage occur whilst in their possession.
- Substitute items will not be accepted and all damaged items remain the property of Nerissa Eve Weddings and should therefore be returned.

### Delivery and Collection (Hire)

- Nerissa Eve weddings charge £25 to deliver and collect within 20 miles of Market Harborough. The renter is welcome to collect and return the goods to Nerissa Eve Weddings by appointment. Our addresses for collection and return are Market Harborough, Leicestershire. Deliveries/ collections outside this are charged at 0.70p per mile.
- Should the renter choose to collect the items they must bring with them 2 forms of ID, one signed (e.g. bank card, store card) and one with address of renter (e.g. utility bill)
- Deliveries over 80 miles require a minimum spend on hire items of £150. Deliveries over 100 miles incur a minimum spend on hire items of £250.
- A renter who wished to have goods delivered/ collected within London Congestion charge at the prevailing rate. If parking charges are incurred by our delivery / collection vehicle these will be retrospectively deducted from the deposit.

- When the goods are delivered to the renter, the renter shall inspect the goods and sign Nerissa Eve Weddings delivery note. In the event of any missing or damage, the renter shall note this on the delivery note at the time of delivery or collection. If the renter fails to do this, the goods will be deemed to have been delivered/ collected in a clean and undamaged condition.
- If delivery and collection is requested but not installation, the hirer must arrange for someone to receive the items and install them for you. If Nerissa Eve Weddings do have to install your hire items an additional charge will be issued after your event. This charge will depend on the length of time taken to unload and install your items.
- When Nerissa Eve Weddings collect the hired goods, it should be properly packaged as found. If Nerissa Eve feels the goods are not safe for transit and has to re-pack the goods, this will incur additional charges of £10 per half hour. Hired goods must be returned in their original packaging. Failure to do so may result in breakages and therefore charges against your deposit.
- Nerissa Eve Weddings will make every effort to collect and deliver you order at the specified times however we will not be liable for any loss arising directly from any delay in the delivery or collection of the goods.
- Delivery of purchased items: Please note during the height of wedding season when the hire side of our business is in full swing it is not uncommon for bespoke handmade items to take longer to dispatch, allow up to 6 weeks. If your item is urgent you must let us know on ordering. Every effort will be made to dispatch your items as soon as possible and this will always be in plenty of time for your wedding /event date.
- Outside of the wedding season items will be dispatched within 3 weeks of ordering or once your design work has been approved.

#### Liability

- In no circumstance shall our liability to you exceed the invoice value of the contract
- Nerissa Eve weddings or any of their employees shall not be held liable in respect of damages/ injury/loss or any other damages incurred in respect of this hire, as a result of any defect or damage to the item and the customer shall satisfy himself/herself of the suitability/condition/placement of the equipment upon receipt.
- Caution should be exercised in particular with use of candles, crockery and glass; we shall not be held liable for any damage/injury/loss caused as a result of using any hired items. Permission should be sought from the venue as to the suitability of all items hired.

#### Washing Items (Hire)

- All goods supplied by Nerissa Eve Weddings are clean and ready to use. When hiring crockery and glass jars they can be rinsed dried and returned however we are happy to clean our items to ensure there are no breakages. Please add 10% to your hire if you would like us to wash the vintage crockery for you. You do not need to remove candle wax, we will remove this for you, you will not be charged for returning items with candle wax, you will only be charged for breakages. Under no circumstances should any of our items be washed in a dishwasher.

## Law

- These terms and conditions and any contract formed between us shall be governed by the law of England and you agree to submit to the exclusive jurisdiction of the English court.
- If for any reason you are not entirely satisfied with your goods your statutory rights are not affected and complaints can be made by telephoning; 01858419544 or emailing; enquiries@nerissaeveweddings.com

## \*Dry Hire

- Dry Hire means that no installation or 'De-rig' of props is provided. Some of your props may require assembly and you must allow enough time to organise this. Your items will be delivered boxed, polished and ready to assemble/use.
- The client assumes all responsibility for props and decor until they are returned.
- It is the responsibility of the client to carry out all safety measures for hired items.
- You will need to re-package your items ready for collection following your event. Please ensure the hire items are packaged the way you received them. It helps to keep the packaging when you open the items to make it easier to re-package. However please follow our instructions for cleaning i.e. we do not require you to wash or remove candle wax from any of our items, we are happy to clean the items to ensure they remain in perfect condition for future hires.

## Cancellation Policy

- Once receipt of deposit for the hire by the client is received and confirmed the cancellation of any prop hire or décor within 12 months of the hire date will incur percentage cancellation fees calculated from your overall hire charge as detailed below:
  - 1) Between 5 & 12 months – 0%
  - 2) Less than 5 months & more than 28 days before the first day of the hire period – 50%
  - 3) Less than 28 days & more than 14 days – 75%
  - 4) Less than 14 days' notice – 100%
  - 5) No notice of cancellation given – 100%
- If on receipt of your booking deposit we have been requested to externally source specific items for your event that we do not have in stock, any losses incurred by us due to your cancellation will be expected to be compensated by the client.