

# I DO HANDMADE

## **Terms of Hire**

By hiring our props you are agreeing to the following:

### **Stock**

We do our best to accurately describe each item we sell or hire.

The majority of our props are either previously owned or handmade and reflects signs of use and wear. Therefore, there may be slight imperfections or slight variations in shape and size from the photos online.

### **Condition of goods**

All items are hired out in a clean and ready to use condition.

When accepting delivery/collection please check and confirm the condition of all items. If there are any queries this should be communicated at the time of delivery/collection.

Due to the fragile nature of our glass and crockery, we ask that you do not wash any items; the hiring cost includes washing up.

Under no circumstances should the glass or china be placed in a microwave or dishwasher.

We request that you empty out any liquids from the crockery or glassware and carefully package the items in the boxes provided after.

No need to wash any of the linen, we launder all linen after use. Any permanent stains or other damage will incur a charge which can be discussed after your event.

### **Hire terms**

Hire dates are to be agreed between I Do. Handmade and the client.

If for any reason the agreed props are unavailable due to unforeseen circumstances I Do. Handmade will notify you to either replace the prop with a suitable substitute or refund you the payment for that item.

Our standard period of hire is 3 days. Longer periods can be discussed at the time of order.

Failure to return props on the agreed date will incur a late charge fee.

### **Delivery and collection**

Delivery and collection of decor is free of charge within a 10 mile radius of UB9 postcode. Delivery to locations outside this area will be charged £1 per mile each way.

Items may be collected from I Do. Handmade and/or returned to us free of charge.

### **Payment**

A 20% of total balance deposit is required to secure your booking. This is nonrefundable.

The final balance is to be paid 1 month before your event.

We accept cash, bank transfer or cheque payments.

I Do. Handmade reserves the right to cancel a booking should the above payment terms not be adhered to.

### **Breakage deposit**

Some of the hired items are easily broken if not looked after. For this reason a breakage deposit equal to 50% of the total balance is also required.

This will be refunded within 7 days of the return of all items to I Do. Handmade minus any payment in relation to breakage, damage or loss.

Losses, damage and dirty goods that cannot be made clean are charged at the full replacement cost – please enquire to find out breakage costs.

Customer goods cannot be accepted as replacement items.

### **Cancellation**

We understand changes can happen, in the event of a booking cancellation the following charges will apply:

- Cancelled over 30 days before the event – 20% of booking charged (not including breakage deposit)
- Cancelled 3-30 days before the event – 50% of booking charged (not including breakage deposit)
- Cancelled within 3 days of the event – 75% of booking charged (not including breakage deposit)

### **Ownership and responsibility**

The hired items remain the property of I Do. Handmade at all times.

The client is solely responsible for the safe keeping of all goods from the time of acceptance until returned.

It is the client's decision and responsibility to arrange insurance with regard to theft, damage and public liability whilst responsible for goods.

Once the goods have been delivered to the client, they are not covered by I Do. Handmade's insurance.

I Do. Handmade cannot accept responsibility for any injury or damages that may be incurred through the use of any the hired items.

### **Acceptance of terms and conditions**

Payment of deposit signifies full acceptance of these terms and conditions from I Do. Handmade