



Terms & Conditions

These Terms & Conditions are made between Hire Love LTD and the customer as detailed on the Invoice and signed Booking and Information Form.

1. Confirming Booking and Deposit Payment

To confirm a booking, the stated deposit amount is required. An invoice will be sent with the deposit and payment details, this must be paid within 7 days. If payment is not made within 7 days then the date and items become available for bookings. If the booking is made less than 30 days before the event, then full payment is required upon booking.

2. Final Payment

Final payment is due 30 days before the event date. If payment is not made, then the booking could be cancelled without deposit refund.

3. Security Deposit

A security deposit is often required in case of any damage sustained to the items, or if any items are missing upon collection. The Security Deposit amount will be stated on the invoice and may vary from booking to booking due to the value of the items. If any damage is sustained or items are missing then monies will be taken from the Security Deposit to cover the cost or repair / replacement. If the Security Deposit amount does not cover the costs to repair or replace, an invoice will be issued which must be paid within 14 days. The Security Deposit must be paid 30 days before the event date. If this is not paid, the booking will be cancelled. If all items are returned in their original state with no damage or missing items then your Security Deposit will be refunded within 14 working days to the account provided on the Rental Agreement & Information Sheet.

4. Booking Form

This will be sent to you via email and must be completed, signed and returned before the event date. The Booking Form is our contract with you for the services provided by us. You are not permitted to sub-let our furniture out for any other events or to any other parties. If we are aware that you are gaining money from hiring our furniture out to another party, you will be

invoiced separately for that hire. This invoice must be paid within 14 days. If we are made aware of our furniture being sub-let to any other parties before the booking date, the order could be cancelled, and no refund will be given.

5. Delivery & Collection

Delivery & Collection details are required to be completed on the 'Booking & Information Sheet'. If you have any Delivery & Collection date, time or access restrictions to the venue, you must make us aware before the booking is confirmed. If we do not confirm any specific details when the booking is made we cannot guarantee we can accommodate your request. Delivery & Collection is to the ground floor only, unless previously arranged. Upon collection, the tables must be cleared of any crockery, cutlery, glassware etc. You must ensure parking is available and no restrictions apply. Any toll or congestion charges will be included in your Delivery & Collection quote. When the items are delivered, you, or an assigned person will be asked to sign a 'Delivery Note', stating you have received all the items required, and are happy with their condition. If there is no one available, it will be assumed that everything has been delivered and in the correct condition. Additional charges will be made if our delivery driver(s) is delayed upon delivery or collection, and invoiced after the event, this must be paid within 14 days. We may contact your venue to arrange delivery and collection, or to ascertain your hire period at the venue.

6. Collect & Return in Person

If you do not wish to use our delivery and collection service, you are more than welcome to collect and return yourselves from our warehouse in Battle, East Sussex. If you do not collect and return yourselves, then it is your responsibility to arrange a courier. The furniture is your responsibility once the furniture leaves our warehouse. We do not allow you to use couriers who will be returning the items to a depot. The items must be delivered directly to you once they have been collected from our warehouse. If any damage occurs during transit, you are responsible for this, and monies will be taken from the security deposit to either repair or replace the item. There will be a small charge to collect and return yourselves to arrange for a member of staff to be at the warehouse and to assist with loading. We do not have Public Liability insurance at the warehouse therefore you or the courier come onto the property at their own risk.

7. Cancellations

You may cancel the booking within 14 days of making the booking. You will receive a full refund of your deposit. If you cancel after this date, no refund will be given. Minor amendments can be made up to 3 months before the event date, at no charge to yourself. We may cancel the booking at any time if you are in breach of any of the Terms & Conditions, and no refund will be given.

8. Hire Period

The hire period is for the date of the event. We try to allow you the furniture in time to set up, and clear away. Some venues only allow access for limited periods, therefore your hire period will reflect that. Your length of hire will also depend on our delivery schedule for that week. Therefore it is important that you return your Booking Form as soon as possible so you can have the furniture for the desired length of time. We always aim to allow the hire period to fit with yours and the venues needs. When the items are delivered, you are responsible for them. If any damage occurs or items go missing, this is your responsibility and will be charged as discussed in Section 3. The items remain the property of Hire Love LTD throughout the hire period. We are happy for the furniture to be outside during the hire period, however if there is bad weather or rain, we ask for the furniture to be fully under cover or taken inside, and not to be left out overnight.

9. Unavailable Items

Unfortunately from time to time, we have items go missing, or are damaged beyond repair when they are hired out at events. This is quite rare, but it does happen. In the instance that this happens to an item that you have booked for a future event we will do our best to source a replacement item. Where this is not possible, we will let you know as soon as possible and either offer an alternative or give a full refund for the item

10. Governing Law

These Terms and Conditions shall be governed by, and construed in accordance with, the laws of England and Wales. Any dispute, controversy, proceedings or claim between Hire Love LTD and you relating to these Terms and Conditions shall fall within the non-exclusive jurisdiction of the courts of England and Wales.