



## **The Wedding Cabinet Hire Terms & Conditions**

### **1. General**

1. The 'Company' is The Stratford Wedding Company trading as The Wedding Cabinet.
2. The 'Hirer' is any person or company that agrees to hire goods from the Company.
3. 'Goods & Equipment' means all the items provided by the Company in accordance with these standard Terms & Conditions.
4. The 'Website' is [www.theweddingcabinet.co.uk/wedding-hire](http://www.theweddingcabinet.co.uk/wedding-hire).
5. All Goods & Equipment remain the sole property of the Company and the Hirer is not to sell or sublet any of the Goods & Equipment.
6. Deliveries and Collections can only be made within a 20 mile radius of CV37.
7. Some Goods & Equipment will be available for hire UK wide with post code exceptions, as a courier can be used.

### **2. Booking**

1. The booking period that you are being charged for is for the event and the period will be confirmed to you in the confirmation email. Normally Goods & Equipment will be delivered between 1 & 2 days prior to the event and picked up 1 to 2 days after the event. This time period also applies to collections. There may be incidents when Goods & Equipment are hired the next day, we will inform you if this occurs.
2. Once you have made a booking with us on the website and it has been confirmed via an email, it is assumed that you have read and agreed to all the Company Terms and Conditions.
3. Please make sure you have read and understood these T&C's as you are bound by them once a booking is made.
4. A 50% non-refundable deposit is required before your booking date is secure.
5. The period of hire covers a total of 4 days, 1-2 days before the event and 1-2 days after the event.
6. We reserve the right to collect hire items from the venue as soon as the event is finished if they are required for hire the following day. We will always inform you of this.
7. Bookings are not binding until we have replied by confirmation email that all the items and date(s) you have requested are available.
8. We reserve the right to make suitable substitutions where there have been breakages or delayed returns from previous customers. These will always be communicated to you as soon as we are aware this may be an issue.



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#### **3. Payments**

1. All bookings will require a 50% non-refundable deposit. We will send a confirmation email to secure your booking along with an invoice that we require payment for within 24 hours.
2. If the order is within 1 calendar month of the event then 100% payment will be required.
3. The outstanding balance will be due 1 calendar month before the dispatch or delivery of the hired items. An invoice will be sent to you at least 10 weeks in advance. If you do not receive an invoice from us please contact us as soon as possible.
4. Our preferred method of payment is always Paypal as this is the most secure method of online payments. You do not have to have a Paypal account, we will send a Paypal invoice to the email address provided when you register with us and you can then log on as a guest and pay with any credit and/or debit cards.
5. Paypal can accept Mastercard, Maestro, Visa, Visa Debit, and Amex.
6. We can also accept payments over the telephone or by bank transfer , contact us for details. Sorry, but we are unable to accept payments by cheque.
7. If the final balance is not received we reserve the right to withdraw your order with no deposit refund. No dispatch or delivery will be made without final payment.
8. Once full payment has been received we can no longer accept changes to the booking.
9. You can make changes up to 1 month prior to the event.
10. Booking cancellation will result in forfeit of the initial deposit or the full amount if cancelled within 2 weeks of the event. The security deposit will always be refunded in full for a cancellation.
11. No refunds can be provided for unused items.

#### **4. Security Deposit**

1. A refundable security deposit will be required at the same time the final payment is made, except for Ebay orders, see below.
2. As the full payment is made when ordering via Ebay, the security deposit will be required 1 month prior to the event date. A Paypal invoice will be sent.
3. The amount of the security deposit will depend on the total sum of the hired items and will be detailed in the email confirmation.
4. The security deposit will be refunded within 1 to 2 working days if the order is cancelled.
5. All losses and damages will be discussed with the customer up to 1 week after the event and then the agreed amount will be subtracted from the security deposit.
6. No substitute items will be accepted as replacement Goods & Equipment and all items need to be returned, as they remain the property of the Company.
7. The security deposit will be returned to you once the Goods & Equipment have been returned / collected. Please see Damaged and Missing Goods & Equipment below.
8. If the security deposit is not received 1 week prior to the event date we will reserve the right to cancel.



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### **5. Delivery & Collection**

1. Not all postage, delivery and collection options are available for all items. Where possible this will be apparent on the website and detailed in the Ebay description.
2. We offer FREE delivery and collection within a 5 mile radius of Stratford upon Avon Town Centre. Please contact us to check.
3. UK P&P Items will be delivered and collected by a UK Courier, usually MyHermes, and you will be issued with a tracking number so items can be traced at all times.
4. Delivery and Collections will be made by a Company designated local courier or a Company representative.
5. You can arrange to collect from and drop items back to our premises in Stratford upon Avon by prior arrangement free of charge.
6. Delivery and collection charges will be quoted per order and will be dependent on delivery method and delivery post code. We will always choose best price for the best quality service.
7. The Hirer or someone representing them must check and sign for all packages received at the time of delivery and collection. If you choose a representative we assume they are authorised by the Hirer. This could be someone of authority at the venue if this is where you have chosen to have the item delivered.
8. All discrepancies must be communicated to us at [cs@theweddingcabinet.co.uk](mailto:cs@theweddingcabinet.co.uk) within 24 hours of the order being delivered. Any items not notified in this period will be exempt from refund or credit note. Please take photographic evidence of and defect packaging and /or any breakages.
9. It is the Hirer's responsibility to ensure all items are kept in a reasonable and safe condition until they are picked up by a Company representative or the Company designated courier. Goods & Equipment not returned will be charged as quoted to you on the email confirmation for your booking or from our price list which is available on the Website.
10. All Goods & Equipment must be stored together for collection. Any additional items added i.e. for decoration, must be removed. The Company is not responsible for searching and gathering Goods & Equipment and any additional time involved as a result of this will be chargeable at an hourly rate of £25 and deducted from the damage deposit.
11. All hired Goods & Equipment must be dry and returned in their original packaging and packed in accordance with any instructions that have been included with the Goods & Equipment on delivery. Failure to this could result in breakages during the return journey.
12. Glassware items will be available for delivery by the Company or a Company designated local courier with in a 20 mile radius of CV37 only.
13. Any Goods & Equipment that are not available for collection on the agreed date and time will incur an additional collection fee plus 25% of the listed hire price per day they are not made available.



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### **6. Damaged and Missing Goods & Equipment**

1. The Hirer assumes complete responsibility for the loss and/or damage to all Goods & Equipment, other than reasonable wear and tear, from when the Goods & Equipment have been handed over at delivery until they arrive back to the Company premises.
2. Any charges made for missing or damaged Goods & Equipment will be the trade cost of replacing those Goods & Equipment with new stock. This cost will be included on your confirmation email.
3. We strongly recommend that you check all the Goods & Equipment before they are returned by post or collected by courier and then sign them off with the Company representative or designated courier. If you are unable to do this, we will check the items on arrival back at our premises and our decision is final.
4. Once Goods & Equipment have been returned to us we will contact you with a list of any Goods & Equipment that are missing or damaged. If at this point you are able to return any missing items to us, they can be returned with 5 working days at your expense and we will not charge you further.