

Hire Terms

Terms of hire for clients hiring items from:

The Venue Dresser

The UK Wedding Company

Chair Covers Online

Definitions and law

The contract is the document or documents that set out these conditions and all other details about your agreement with us.

"We" and "Us" "Owner" and "Our" mean the seller/supplier of the goods

"You" or "Your" or "Hirer" means the hirer of the goods

The "Goods" mean all goods to be hired by us to you

The "Recipient" means the person, firm, company, corporation or public authority to whom the goods are delivered, when it is not you. These conditions exclude any terms and conditions you may have put forward, except where we have agreed to any amendments or other conditions in writing.

General Conditions

We shall make our best efforts to supply you with the goods requested, but we reserve the right to supply you with similar goods at no extra charge. All goods for hire remain our property. All goods for sale remain our property until full payment has been made. Deliveries to third parties or unoccupied premises are made entirely at your risk.

Prices quoted are for one days hire only apart from day of delivery and collection. Subsequent days will be charged at a daily rate unless a special agreement has been arranged prior to the event between the Owner and the Hirer.

Items returned late due to failed collection or return will be charged at the full hire price.

Booking

A 50% non refundable deposit is required to reserve your booking. A minimum booking of 25 chair covers is required. Booking can be made by Email, post or via the booking form on our website. Deposit can be paid credit card, cheque made out to the Venue Dresser or via bank transfer (details on request).

WE DO NOT ADD DATES INTO THE DIARY UNTIL A BOOKING DEPOSIT OR FULL AMOUNT IS PAID IN FULL.

Payment

Final total payment is required in full 4 weeks prior to the event. If payment is not received, within our terms and conditions, we will assume our services are no longer required. A cancellation charge of 25% of the estimated amount including delivery will be invoiced if cancellations are not made in writing & us acknowledging receipt of this at least 12 weeks prior to the event. On receipt of full payment, a confirmatory Email is sent detailing order details. We will make every effort to inform you 4 weeks prior to your event that you have an outstanding payment, however all monies owed and all payments are down to you the client. Late payments are allowed if agreed by us in advance.. All late payments will incur a 5% interest fee for every week the payment is late. After 1 month of late payment, the remaining invoice will be sold to Black Horse Finance who will then take over the remaining balance.

Prices

Prices & availability of products are subject to change without notice, however once a deposit is paid, the price quoted will not change. A quote given over the phone or by Email may change up until a deposit is paid to secure the booking.

Hire Period

Hire is for a 24 hour period only or as otherwise stated by Chair Covers Online. Orders sent by courier usually arrive 1 days before the event and are picked up by courier on the next working day after the event.

It is the hirers responsibility to ensure the used linen is packed up and boxes sealed ready for collection. If a courier has to leave without picking up the consignment due to the linen not ready, misplaced etc, we have to rebook the courier to pick up the linen the next day which will result in a delay in the linen returning back to us, a delay in laundering and therefore will not be available in time for the next order. If linen arrives back late due to an wasted pick up, the hirer will be invoice for a second weeks hire.

Alterations after placing order

This depends on availability. We can however make slight adjustments to the order after it has been booked; We can add up to 10 extra covers at short notice. Please ensure the correct style chair cover and sash colour is ordered before booking. If in doubt please order a sample before booking.

Cancellation

In the event of a cancelled booking for a 100 chair covers or less, a cancellation fee will be charged at 25% or 50% for orders of 101 covers or more by Chair Covers Online of the overall estimated order. If cancelled within 12 weeks of event, no deposits will be returned and any payments due will become payable. We may also charge a cancelled booking in respects to loss of business. This can be upto 50% of the totally booking fee. Any unpaid cancellation charges after 30 days of invoice will be passed to a collections agency who will act on behalf of The Venue Dresser and further charges will be added to your account. All special orders are to be paid for upfront and are Non-Cancelable and Non-refundable. If we have to cancel a booking we will do so in writing or by Email returning any deposits paid and recommend another reputable company.

Pick up/Collection

We will not be liable for any indirect loss, loss of business, profits, savings you expected to make, wasted money, fees or expenses, wages, due to late collection/delivery, non-delivery, non-collection, unsuitability, breakdown or stoppage of the goods or any part of them.

All times we state or quote for delivery/collection are approximate. Goods must be available for collection at the delivery address unless otherwise arranged. All deliveries and collections including aborted deliveries and collections will be charged for.

Goods in Transit - Goods are delivered and collected by TNT / UPS. Goods in transit insurance for loss or damage to the linen is at the carriers standard rate of £50. If required, you can increase the carriers standard insurance, but there will be an added charge for this. Please request increased insurance when making your booking. Please note until the goods are received at OUR OFFICE safely and a signature is obtained the hirer is responsible for the goods.

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 Owners 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. Please note that all covers are collected the following working day, so if your event is on a Saturday, they will be collected on Monday. If you are due to leave for your honeymoon, please make sure you have informed us of the collection address and that you have plans in place for the covers to be ready for collection. If TNT fail to collect the covers due to issues with the collection address or the covers not being ready will impose a second full 24hr cost.

The Hirer is responsible for any loss or damage to the goods, from time of delivery until they are collected by the company's employees, TNT or until they are delivered back to our premises and handed over to an employee of Chair Covers Online. Deliveries left at premises are left at the hirer's risk.

We will not be liable for any delays caused by any circumstances beyond our control. This includes delivery delays with TNT/UPS, bad weather, acts of war and or any act of theft. If there is a delay in delivery, which is out of our control and you want the covers delivered same day or on a Saturday, this can be arranged at your cost. If you need a timed delivery this can also be arranged again at your cost. Please ask for prices. Delayed deliveries that are refused by the client, will not be refunded if the delay was not caused by our late shipment in the first instance. Deliveries that are not booked as a timed delivery can be delivered any time from 7am until 6.30pm. Once the goods have left our offices any delays will be down to the courier services, for which any damages will not be accepted by The Venue dresser.

Loss/Damage

We require a loss/damage deposit which will be returned if all goods hired are returned undamaged.

Shortages and damages to hired goods will be charged at their full replacement value, and no substitute item will be accepted by Chair Covers Online. The Owner reserves the right to also charge the Hirer loss of profit on the lost future hire of the said goods. The Hirer may request in writing the return (and bear the cost thereof) of any damaged goods within 14 days of the Hirer being informed by phone, Email or writing of any such damage. Otherwise the said items will be disposed of.

Linen may be returned soiled. Any permanent stains or damages to chair covers, linen & sashes

such as food, ink, mud, crayon, pulls in the fabric and burns will attract a £10.00 replacement charge for each damaged chair cover or overlay and £5.00 for each sash or table runner.

Table linen/Chair Covers which has been dragged on the floor or placed on grass or soiled ground and are damaged beyond repair will be charged for at full replacement costs. Sashes must be untied before sending back to Chair Covers Online. Untied sashes will attract a charge of £30 per order. This charge is in place due to our cleaner charging us to untie the bows. Bows are easy to untie, just pull 1 of the strands to the bow and they will drop of the chair with ease.

Wet table linen or Chair Covers must not be placed in plastic bags as it may be attacked by mildew and will then be chargeable at the full replacement cost. Loss/damage deposit of £50.00 must be on cleared funds and must be paid before the goods are sent out and will be refunded when all the items hired are returned undamaged.

All orders are delivered with a return address label. It is the hirers responsibility to ensure these labels are affixed securely to the boxes and the boxes sealed securely enough for them to safely travel through the TNT system. Boxes not delivered to Chair Covers Online, lost in transit or delayed as a result of labels not affixed securely and have fallen off, or boxes not taped up securely are the responsibility of the hirer and the damage loss deposit will be forfeited. Covers are NOT to be returned in plastic bag. TNT can and do charge us upto £1000.00 per bag. This cost will be passed onto the client. Please make sure you inform your venue of this. We supply all covers in custom sized boxes and the covers MUST be returned in these boxes or any other box.

Liability

The Venue dresser shall not be responsible for injury or damage to persons or property howsoever sustained arising from any goods under hire. The hirer will be responsible for ensuring the chair covers and sashes are fitted correctly to prevent any injury. We shall be under no liability in respect of any defect arising from willful damage, abnormal usage conditions, failure to follow our instruction (whether oral or in writing), misuse or alteration or repair of the linen without our approval.

Except in the case of death or personal injury caused by our negligence, we shall not be liable to you by reason of any representation or any implied warranty, condition or other term, or any duty at common law or under these terms and conditions, for any special, indirect or consequential damage.

Clients leaving bad or negative feed back regarding a booking or cancelled booking which has a negative impact on our business, with out just reason or reasonable time to resolve any issues, will be in breach of this contract. We will take legal action to regain all lose of business. This includes ebay, forums and trade papers.

Samples

There will be a charge of £5.00 for chair cover samples sent out in the post. An addressed envelope will be sent out with the chair cover so that they can be easily returned. An additional charge of £5.00 will be made for any chair covers NOT RETURNED. You should ensure that you have a 'Certificate of Posting '(which will cover you if the envelope does not reach our offices) from the Post Office when returning the chair cover as we will charge for non return. Sample covers are sent out from a fixed stock of sample covers. There may be a delay in sending samples out to you depending how many sample covers we have out to clients at the time you order your sample.

Risk to the goods

The risk in the goods will pass to you immediately on delivery of the goods to you or the recipient.

It is your responsibility to ensure that the goods are fully covered by insurance with regard to theft, damage, and public liability risks.

Rights Reserved

Any failure by us to enforce any or all of these conditions shall not amount to or be interpreted as a waiver of any of our rights

Final Note.

We're in business to help make your day a day to remember, but please remember that we are in business and any lost or damage to our stock will affect the future price of our products to future clients.

Helps us keep our price down by following the above terms

Finally, thanks you for order and we look forward to serving you in the very near future.

General Manager

The venue Dresser - Part Of The UK Wedding Company

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