



## **My Pretty Tea Party - Terms and Conditions of Hire**

### **Section 1:- Hire period**

The hire period is for 1-4 days. If you require the items for a longer period please contact us for a quote.

### **Section 2:- Delivery/collection**

You are very welcome to collect the items from our address in Burwell, Cambridge, at no extra charge.

If you prefer for us to deliver and collect the items for you, there is a charge of 50p per mile each way out to a radius of approximately 60miles. However we will happily quote for longer journeys should you require and will aim to keep delivery costs to a minimum at all times. A minimum delivery charge of £20.00 each way applies.

Delivery and collection date and times will be agreed with you on confirmation of order.

*Delivery and collection charges are based upon delivery/collection to and from the ground floor only, and on condition that the goods for collection have been re-packed safely in the original packaging in boxes provided and are ready for collection. If it is not possible to fulfil these conditions then please let us know when placing your order as charges will be adjusted accordingly.*

### **Section 3:- Checking and signing of goods**

It is very important that you check your items carefully upon receipt and sign the accompanying delivery note accordingly. All hire items will be an assorted mix of designs, patterns and colours and we cannot guarantee exact designs supplied.

Please report any discrepancies to us within 24 hours of collection/delivery.

Upon signing you are fully responsible for the care of all items and are expected to return them to "My Pretty Tea Party" in good order.

### **Section 4:- Condition of Goods**

As a result of the age and fragile nature of the china supplied by "My Pretty Tea Party", some items will damage more easily than normal commercial use crockery. Therefore please take extra care when stacking and handling.

It is to be expected that some of the patterns, gilt edges, and silver-plating on many of the vintage items will be worn due to age.



### **Section 5:- Cleaning/washing up**

We are very happy to provide a washing up service on return of items which is charged at 25% of the total hire cost. Please request this service at the time of your order.

*If washing up the items yourself, **please do not use a dishwasher** as the high water temperature and pressure and can damage delicate china causing cracks and/or crazing.*

For items that are returned to us for cleaning, please scrape all surfaces clean of food before repackaging. We regret that should this not occur, we reserve the right to make a surcharge.

### **Section 6:- Prices/payment**

All prices quoted on the website do not include delivery or collection, we are happy to arrange this for you, at a pre-agreed cost.

A deposit of 50% of the value of the hire is due on confirmation of your booking to secure your order. Payment can be made by cash, online bank transfer, via Paypal or by cheque.

The balance of payment is due 30 days prior to the event/hire along with a refundable breakage deposit.

A refundable breakage deposit of £100 is payable at the same time as your balance. *This will be refunded on the safe return of the goods.*

If the delivery date is within 30 days of booking then full payment is due at the time of placing your order.

Any items held longer than the agreed hire period will be charged at 1.5 times the normal hire rate per day.

### **Section 7:- Charges/damages**

We do know accidents can happen! Please let us know about any item damaged, cracked, chipped, broken or missing when returning your items or when collection is made. China returned chipped will be charged as broken.

Breakages/damage/loss will be charged according to the value of the item as follows:

Tea cup - £5

Saucer - £5

Tea plate - £5

Teapot - £20

Sugar bowl - £8

Milk jug - £8



BEAUTIFUL VINTAGE CROCKERY HIRE

Cake stand - £30

Platter - £10

Cake/Sandwich plate - £8

Bon bon dish - £10

Delivery box - £8

Miscellaneous items – priced individually

The breakage deposit will be refunded once all items have been checked and the order is deemed to be complete and in good order. “My Pretty Tea Party” will advise you of any item(s) found to be damaged, cracked, chipped, broken or missing that have not been reported at collection stage within 72 hours of collection and a charge will be deducted from the breakage deposit.

### **Section 8:- Cancellation**

If for any reason you have to cancel your order the following charges will apply:

Notice of cancellation 1 month or longer – no charge

Notice of cancellation 14 days to 1 month – 50% of hire charge

Notice of cancellation less than 14 days prior to collection/delivery – 100% of hire charge

### **Section 9:- Responsibility**

Goods supplied at all times remain the property of “My Pretty Tea Party”. You are responsible for the goods from the time they are collected/delivered. This responsibility only ends when the goods have been collected/returned to us.

Your responsibility includes safekeeping and protection of the goods in your care.

No responsibility can be accepted for any injury or damage caused by the hire items, however caused.

Whilst in the unlikely event that an item malfunctions we will attempt to repair or replace it. We regret however that we cannot accept liability for any claims arising from such malfunctions or breakdown.

Goods are dispatched clean and in a satisfactory vintage condition.

***By placing an order with “My Pretty Tea Party” you are agreeing to the Terms & Conditions as outlined above. A hard copy of these will be sent with your invoice.***