

## COUSINS HIRE LTD TERMS AND CONDITIONS

1. All equipment hired remains the property of Cousins Hire Ltd at all times.
2. The person signing for the equipment must be authorised to do so on behalf of the Hirer.
3. The Hirer is responsible for the hired equipment from time of delivery until return to our premises, therefore the Hirer is responsible for **INSURING** the equipment if necessary. Damage, loss or breakage will incur a charge.
4. Orders should be checked after delivery so that any shortages or damage can be notified to us immediately to enable us to make corrections. After this time we cannot accept responsibility for errors.
5. Should the Hirer have concerns regarding suitability of the equipment hired we should be notified immediately. No redress will be given to a grievance once the equipment has been used.
6. We reserve the right to substitute articles of a similar or superior quality.
7. All quoted prices are for one days hire only (a weekend is charged as one day) and are subject to a delivery/collection charge and VAT. Extended hire terms are available on request.
8. Prices are correct at time of printing but may be subject to change by the time of hire.
9. There is a minimum order charge of £35 plus cloths/delivery/VAT. However for the West End, City, Kensington and Congestion Zone areas this charge is £75 plus cloths/delivery/congestion charges and VAT.
10. On all orders **PAYMENT MUST BE MADE BEFORE GOODS ARE RELEASED** unless previously arranged. Cheques are only accepted with an appropriate cheque guarantee card unless paid 10 days prior to delivery. Any bank fees in respect of returned cheques will be passed onto the customer.
11. A refundable **DEPOSIT BY CHEQUE** may be required in addition to hire/cleaning and transport charges. The deposit less the replacement cost of breakages or losses will be returned by post after the equipment has been checked by authorised staff back at our premises. Where the deposit is insufficient to cover the replacement costs, the Hirer will be issued with a bill for the balance payable by return. Should the deposit cheque not be used it will be destroyed. **CASH DEPOSITS** are required when the hired goods are collected for hire direct from our premises.
12. Orders may not be altered at time of delivery. Any subtraction to your order must be made in advance of 5 days prior to delivery. Additions to orders may still be made after this time.
13. Cancellation rates are 25% within 5 days of hire and 100% within 48 hours.
14. Drivers are not authorised to return deposits or to do full stock checks on equipment they are collecting as time does not allow for this.
15. All electrical equipment must be suitably earthed unless already double insulated. Under no circumstances should an attempt to repair electrical equipment be made by the Hirer or any persons associated with them unless permission has been granted by Cousins Hire Ltd. Electrical/gas appliance faults must be notified to us immediately so that a replacement can be made if at all possible.
16. Gas appliances must not be used lower than ground level and must only be used in well ventilated areas.
17. All goods are supplied ready for use. A washing charge of 25% is charged for dirty return unless you notify us that goods will be returned clean.
18. Cutlery and silver corrode if left with food deposits on them and therefore these items must be rinsed or washed after use even if the remaining equipment is being returned dirty.
19. Under no circumstance are abrasives or scourers to be used on any equipment hired to you by Cousins Hire Ltd.
20. All cartons and boxes are to be kept dry and intact and returned to us. All equipment is hired solely for indoor use and storage **ONLY** unless it is garden furniture. Damage through damp/wet or loss will be charged for.
21. Linen must be allowed to dry out and not kept in plastic or rolled up as this causes mildew stains. Any damage to linen from mildew, wax, burn marks, pen etc will result in replacement charges being made. Please note all cloths are square to cover round tables unless a request for round cloths is made at the time of booking.
22. When returning hired items, care should be taken to place crockery and glass in the correct boxed as delivered. Chipping can occur on the return journey due to poor packing and damaged items will be charged for.
23. No responsibility can be accepted for injury caused by the use of hired equipment.
24. No responsibility can be taken for damage caused by the use of equipment hired. Particular attention should be paid to surfaces on which water boilers, burner rings, hot plates, hot cupboards and bain maries are standing.
25. Drivers and Porters are not allowed to move client furniture.
26. Delivery and collection are made to fit in with the client's arrangements where possible but we cannot guarantee specific times. Collection is made as soon as possible after use but some delay can occur through pressure of business. Equipment must be available for collection from the address to which it is delivered unless alternative arrangements have been agreed. Where subsequent journeys are necessary, a charge will be made to cover the additional transport expenses.
27. We assume deliveries are to ground floor premises with reasonable parking access unless otherwise specified. Any variation must be made known at the time of booking. Please bear in mind that should delivery/collection take an excess amount of time or our vehicle is issued with a penalty notice due to poor access or parking time restrictions, these charges may be passed onto the customer.
28. Cousins Hire Ltd is under no liability whatsoever for any injury or damage to persons or property or loss of profit claimed by the Hirer in respect of any interruptions, delays, inaccuracies, errors, omissions or any failure to deliver or from the use of any equipment under hire.