

# *Lovely Wedding Touches*



## *Terms and Conditions*

*We appreciate that everyone has busy schedules so we try to keep our booking procedures simple! We try to do most things by email therefore getting the information to you as fast as possible - you are of course more than welcome to leave a message on our answer machine and we will come back to you as quickly as we can*

### ***Hire Times***

*A standard order will be on hire to you for the day of your wedding. Any extra time required may incur a surcharge but this will be discussed at the time of booking*

### ***Booking Procedure, Payment & Damage Deposit***

*If your order is placed more than 2 months prior to the delivery date the following will apply;*

*Please contact us (via email preferably) to confirm the required items are available. We will then confirm the amount payable and draw your attention to these Terms and Conditions. Once you are ready to place your order please download our booking form, complete, sign and return to us along with your payment of 50% of the value of your total order to the address listed on our contact page. This will be deemed as your non refundable deposit. The balance will then be invoiced and sent to you approximately 2 months prior to your event date. All monies to be received and cleared in full no later than 1 month prior to your delivery date*

*In addition we will require a £100\* damage deposit cheque (on all orders) made payable to Lovely Wedding Touches... This cheque will only be cashed if anything is damaged, broken or not returned. In this instance you will be notified of the replacement or repair cost, the cheque will be cashed and monies will be deducted from the damage deposit as stipulated. If applicable any outstanding monies will be returned to you*

*If you are placing your order less than 2 months prior to your delivery date the above is applicable and full payment will be required on booking along with your damage deposit cheque*

*We accept payment by cash, cheque (payable to Lovely Wedding Touches) or Bacs transfer - please contact us for our details*

*Upon receiving your booking form and cleared funds we will email confirmation of your booking*

*\*Please note this amount may increase depending on number of items that are hired. This will be confirmed at the time of booking*

### ***Delivery or Collection***

*Lovely Wedding Touches are very happy for you to collect and return your items from the address stipulated, therefore avoiding any charges. If you prefer for us to deliver and collect the*

items there is a £5 delivery and a £5 collection charge applicable (basic rate) within a 20 mile radius of CM1 7AT. Outside of this distance additional mileage will be charged at the rate of 40p per mile on top of the basic rate. We are very happy to deliver anywhere in the Essex area and we will aim to keep delivery routes to a minimum at all times. This is applicable per booking and not per item

### **Packaging**

All of your items will be packaged carefully and must be returned to Lovely Wedding Touches (or collected by us) having been repackaged with due care and placed back into their original boxes or crates. If you have hired any of our cake stands or candy jars please be aware that as these are fragile we are more than happy to clean them after your event. If you or the venue decides to clean them it is imperative that they are hand washed and dried with care. These items were not designed for dish washers!

### **Vintage Crockery**

It is expected due to the age of the crockery some of the gild edges and pattern may be worn. All items are **strictly hand wash only** and we ask that all plates are scraped very carefully

Any damages or losses will be deducted from the damage deposit cheque (as detailed above) you can of course request a breakdown of replacement fees prior to booking

### **Checking and Signing**

It is very important that you or a representative check your items carefully upon delivery and sign the accompanying delivery note accordingly. Please bring to our attention any problem with your delivery at this time. Upon signing your booking form you are fully responsible for the care of all items and are expected to return them to Lovely Wedding Touches in good order

### **Cancellation**

You can cancel your order anytime up to 1 month before the agreed delivery/collection date and you will incur no further charges - your non refundable deposit will not be returned. If the cancellation takes place inside of 1 month of the agreed delivery/collection and full payment has been received no monies will be refunded. Please make your cancellation in writing via Royal Mail to our address given on our contact page. This must be signed by the person who signed the booking form and will then be acknowledged by us

### **Liability**

Lovely Wedding Touches will accept no responsibility for damage or injury caused to persons or products as a result of this hire arrangement. All goods hired are supplied in good working order and are the responsibility of the hirer until they are returned to us

### **Insurance**

For your peace of mind we strongly recommend that a suitable insurance be taken out by yourself as all equipment is the responsibility of the hirer until return or collection, including equipment left at other premises. Any losses, damage or breakages will be charged for accordingly

Payment of your deposit and signature on your booking form, is deemed as you have read, understood and accepted the terms and conditions of hire. Please do not hesitate to contact us if you would like clarification on any of the above items