



Terms and Conditions of Hire

Booking

- The availability of goods to any given customer cannot be guaranteed by Unique Vintage Rentals Ltd. until a booking is confirmed.
- Booking is confirmed by cleared payment of the required 50% non-refundable deposit which also indicates that you have read and agree with all terms and conditions. The remaining balance will be due 2 weeks before delivery. We will not deliver furniture until both the deposit and full balance has cleared.
- Payments should be made via BACs. We may also accept cash on booking if applicable.
- Unique Vintage Rentals Ltd. can take no responsibility for the change of availability of the goods during the time before cleared deposit payment.

Hire Period

- The hire period is two days, with the delivery typically the day before the event and collection the day after the event.
- Any extension to the hire period must be agreed prior to your event (charges may apply).
- When a Unique Vintage Rentals Ltd. representative delivers the goods to the agreed site / address, and until a Unique Vintage Rentals Ltd. representative collects them, the goods are the sole responsibility of the hirer. It is the responsibility of the hirer to check the goods on arrival and ensure that they are satisfied with the quantity and quality of goods delivered whilst the delivery team is still on site.
- Goods should be stored in secure, dry conditions. Negligence can result in loss and damage for which relevant charges defined by Unique Vintage Rentals Ltd. apply.
- Unique Vintage Rentals Ltd. reserves the right to not leave goods with the hirer, if on delivery it is apparent the goods will not be kept safely or securely.
- The hired goods and equipment remain property of Unique Vintage Rentals Ltd. at all times.

Damages/Loss

- If item is damaged and can't be fixed, we will invoice you for the cost of replacement. Broken or lost items are charged 4 times hire costs.

- Loss also includes but is not limited to other costs incurred such as loss of staff time through labour, waiting, cleaning etc, inconvenience to other customers as a result of the hirer's failure to comply with the terms and conditions and agreed hire start end times and other relevant details.
- Charges will be invoiced and should be paid within 30 days of receipt.

Health and Safety Information

- Please take appropriate care when lifting, moving and using our stock.
- Unique Vintage Rentals Ltd. furniture / items are antique and rustic. There might be nails, splinters and rusted metal on some items.
- In the event of any injuries or damages during hire period Unique Vintage Rentals Ltd. cannot take responsibility or liability for this.

Liability

- Unique Vintage Rentals Ltd. accepts no responsibility for any injury or damage caused by the goods hired.

Delivery and Collection

- Our delivery charge is an additional cost and it does depend on the distance and location (London deliveries can attract additional costs)
- Customers are responsible for informing Unique Vintage Rentals Ltd. of any relevant details for loading and unloading, such as parking restrictions, tolls, stairs, distance into building and any other limitations, prior to delivery. Customers will be held responsible for any tickets or costs Unique Vintage Rentals Ltd. incurs due to failure to inform us, or any delays that happen because of a customer's action or inaction. may also refuse to deliver or collect in addition to charging, due to breach of any of these guidelines.
- Unless otherwise stated, delivery and collection will include:
 - Customers choice of an approximate time frame, as agreed beforehand
 - Delivery to the street level/ground floor within reasonable access (up to 10 meters from nearest available parking point) or up to 10 metres in to a building on the ground floor. Please note this may be reduced to narrow corridors and entry points, or if loading is hazardous.
 - Delivery to a single point where the goods may be held safely.
- Upon delivery or collection, Unique Vintage Rentals Ltd. representative may refuse to deliver or collect on the basis of the customer not informing Unique Vintage Rentals Ltd. of the following:

- The taking of goods up or down any stairs, lifts or escalators. This includes both inside and outside.
- Unfolding, setting out or folding and stacking any goods.
- Cleaning
- Moving items belonging to a third party to gain access.
- Specific time requirements.
- Unscheduled waiting for access to a property for delivery or collection of goods.

(The above are not included and are available as additional services, please enquire for specific information)

- If Unique Vintage Rentals Ltd. is late:
 - Unique Vintage Rentals Ltd. will always endeavour to arrive as scheduled and has a strong track record for being on time. This may not always be possible due to traffic, weather conditions, issues with other jobs and any other delays. For this reason, Unique Vintage Rentals Ltd. recommends scheduling delivery to a 'safe' time which allows for the worst to happen and your event to function with other arrangements. Unique Vintage Rentals Ltd. can accept no responsibility for a customer's failure to account for this matter and will not compensate beyond the value of any monies taken for any given job.
 - If Unique Vintage Rentals Ltd. is at fault and in breach of its agreement with the customer, we may refund partial or whole delivery fees. This will be based on how late we are and whether the customer had allowed sufficient time as per our guidelines to account for this.
- Upon Unique Vintage Rentals Ltd. agreement items can be collected and returned by the client. Client who collect or return goods themselves must use vehicles suitable for this purpose including means of securing the goods safely and must have suitable insurance. Unique Vintage Rentals Ltd. reserves the right to refuse the release of hired goods to any customer without a suitable vehicle or a suitable insurance.

Cancellation

- If you, the client, cancels your booking, Unique Vintage Rentals Ltd. will not, under any circumstances refund the 50% booking deposit. However, in the event of a cancellation, Unique Vintage Rentals Ltd. will not pursue the remaining balance.
- Any reduction of order value by the hirer of more than 15% of the original order will not be refunded.
- Unique Vintage Rentals Ltd. reserves the right to cancel at any time. If this happens any money paid by the client for the booking will be refunded. (This would only occur in extreme circumstances, is a very rare occurrence and something we avoid at all costs.)

