

Terms of Business and Conditions of Hire

General

The 'Company' is Complete Event Hire Ltd. Trading as Complete Event Hire Ltd. The 'Hirer' is any person or company who hires or has agreed to hire Goods from the Company. 'Goods or equipment' means goods provided by the Company in accordance with the Company's standard Terms and Conditions of hire.

Acceptance of Conditions

The customer's acceptance of goods on hire implies acceptance by signing and agreeing to our Conditions of Hire as given below.

Retention Title and Ownership

All goods remain the absolute property of the company and the customer undertakes not to sell, offer to sell, assign charge, pledge or underlet, lend or otherwise deal with the products unless agreed otherwise with the company.

Changes to an order

You can make changes to your order up to the point of 1 week in advance of the event. Significant changes to an order may change the quote you originally obtained. Items can be added on as long as they are in stock at any point.

Payment

All goods hired require a 25% non-refundable deposit at the time of booking to secure the order. The full balance of hire inclusive of delivery and collection charges must be paid 6 weeks before the booking. If the required delivery date is within 4 weeks of placing your order, full payment is required. The preferred method of payment is bank transfer by credit or debit card. Credit cards incur a 2% surcharge. We are also happy to take payments over the telephone.

If the balance payment is not received, we reserve the right to withdraw our acceptance of your order. No delivery will be made without receipt of the full invoiced balance.

No refunds or credits will be issued for any items returned unused.

Delivery and Collection

Deliveries and collections will be made in person by a Complete Event Hire representative using our own fully serviced vehicles. In some instances items can be collected from our premises by prior arrangement.

Delivery and collection charges are quoted on an individual basis, based on the location postcode.

Please be aware the goods remain your responsibility until they have been collected by Complete Event Hire Ltd. You should therefore make every effort to ensure goods are kept dry and are retained in a secure place until this time. For dry hiring, all goods must be stacked and re-packed together ready for collection.

Complete Event Hire Ltd is not responsible for gathering hired goods and any additional work/delay incurred as a result of an order which has not been pre-packed for collection will be chargeable at an hourly rate of £15.00 +VAT per person who is scheduled to collect the goods. Goods not available for collection on the agreed date and time will incur an additional fee plus a 25% of the listed hire price per item per day.

Damaged Goods

If anything were damaged or missing from an event we will charge the replacement cost of the item damaged or missing after 5 days by sending you an invoice which will detail the costs. The charge will be the cost of replacing the equipment with new stock. For a full list of prices please contact us. The hirer acknowledges that Complete Event Hire Ltd is entitled to charge any client who has damaged or failed to return an item. We strongly recommend that you check back all the hired goods along with us when we come to collect, as after this our decision is final.

Discrepancies

Any discrepancies with an order must be notified within 7 days after the event. Any discrepancies that are not notified during this period will be exempt from any credit/refund.

Privacy

Complete Event Hire Ltd treats any personal information you provide in accordance with the provisions of the Data Protection Act of 1998 and will only use the information you supply via this website to contact you in connection with services provided and/or to respond to requests you have made to provide any desired information.

Use of Complete Event Hire Ltd website does not require you to disclose any personal information unless you make an enquiry or contact us directly via email. Complete Event Hire Ltd does not sell, trade or rent your information to third parties.

Law

This contract shall be governed by English Law in the Courts of England.

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