

*Hire Terms
and Conditions*

Made by Wood & Wood are referred to hereafter as 'Wood & Wood'

Booking

1.1 — The provision of goods for hire from Wood & Wood is subject to receipt of booking confirmation.

1.2 — Booking is confirmed by both;

- a. Cleared payment of the required deposit or full payment.
- b. Endorsed acceptance of Wood & Wood Terms and Conditions.

1.3 — All payments (including cheques) must be cleared before booking can be confirmed

- a. Confirmation of cleared funds and booking confirmations can be requested at anytime. Wood & Wood will always endeavour to inform all clients as soon as payments have cleared and to inform them as soon as their booking has been confirmed.
- b. Wood & Wood can accept no responsibility or liability for any change of availability of hired items during the period before cleared payment.

1.4 — Wood & Wood reserve the right to decline acceptance of any payment method(s) at its own discretion. Likely examples of this are cash on collection or late requests to pay by cheque or invoice/purchase order.

1.5 — Quotes are valid for 30 days. After this period, if you have not paid a deposit, your order may be subject to a price increase. Only written quotes from Wood & Wood may be honoured; telephone or other quotes and prices for services may be subject to change at our discretion.

1.6 — Full and cleared payment of the balance must be received 30 days before the agreed delivery/collection date. If a delivery/collection date has not been organised, this payment must be received 30 days before the event date.

- a. BACS payments are preferable, please allow two working days for these to clear. A Wood & Wood representative will provide the payment details upon request.
- b. Cheques should be made payable to Made by Wood & Wood. Please ensure they arrive with plenty of time to be paid-in and clear 30 days before the delivery/collection date.

Deposits

2.1 — A deposit is required to confirm a client's order. Wood & Wood request 50% of the total hire cost including delivery plus an additional £150 security deposit to confirm the booking. Upon the receipt of this Wood & Wood will reserve the client's items. Cleared funds of the

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remaining balance must be received 30 days prior to the delivery/collection date.

a. Upon safe return/collection of all hired items the £150 security deposit will be returned to the client within 10 working days. If any amount is to be deducted from this, it will be discussed and confirmed with the client before the security deposit is released back to the client.

2.2 — If the client does not pay the balance in full and the client does not cancel within Wood & Wood's terms and conditions, the client will still be liable for the full amount due and Wood & Wood will not deliver the items to the client or allow the client to collect any items.

2.3 — Late returns, outside of the agreed pick-up/collection return time will be charged to the client at a repeat and full hire rate. This charge will be repeated daily until the items are returned to Wood & Wood. These charges are available upon request.

Cancellation

3.1 — All cancellations by the client must be made in writing; either via email or recorded post. Orders are not cancelled until this has been received and confirmed by Wood & Wood. It is recommended that the client confirms Wood & Wood's receipt of the client's cancellation by telephone if the client hasn't heard from a Wood & Wood representative with 24 hours after the client's cancellation.

3.2 — A full refund is only available if cancellation is made within 14 days from when Wood & Wood receive the cleared deposit payment and signed terms and conditions document. Unless the booking is made 30 days or less prior to the booking date in which case a full refund will not be available and the full balance must be paid.

3.3 — Due to the bespoke nature of many of Wood & Wood's products, cancellation prior to the delivery/collection date will incur a percentage cost of the full balance at the following rates;

a. 50% anytime after 14 days from the confirmation of booking (when Wood & Wood have received the cleared deposit payment and signed terms and conditions document).

b. 100% anytime less than 60 days from the agreed delivery/collection date.

3.4 — Removing items from the client's order will incur the relevant cancellation fees for each item in accordance with the cancellation terms and timescale stated in point 3.3.

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During Hire & Liability

4.1 — When a Wood & Wood representative delivers or a client collects the goods from Wood & Wood and until the Wood & Wood representative collects them or the client returns them, it is the sole responsibility of the client to take necessary care of all hired goods.

a. It is the sole responsibility of the client to check and sign for all the goods on arrival and ensure they are satisfied with the quality and quantity of all goods whilst in the presence of a Wood & Wood representative.

4.2 — Hired goods must be stored in the correct way to avoid loss and damage. A Wood & Wood representative will ensure the client has knowledge of this during delivery/collection. Negligence can result in loss or damage, both of which will incur relevant charges defined by Wood & Wood. These charges are available upon request.

4.3 — When goods are collected by or returned to Wood & Wood they must be in a dry and clean condition. Failure to adhere to this may result in relevant charges defined by Wood & Wood.

4.4 — Clients who choose to collect and/or return items must do so using suitable vehicles for this purpose, including means to secure the items safely throughout transit. Wood & Wood reserves the right to refuse the release of items to any client without a suitable vehicle for the safe carriage of the hired items. If the client is at all unsure of what vehicle is suitable/unsuitable to transport hired items, the client should get in touch with a Wood & Wood representative who will be happy to help.

4.5 — Wood & Wood reserves the right to not leave hired items with the client, if on delivery it is apparent the goods will not be kept safely or securely.

4.6 — Hired items from Wood & Wood remain the property of Wood & Wood at all times.

4.7 — Wood & Wood are not responsible for any injury or damage to persons or property arising from the use of equipment under hire. The client takes full responsibility for safe handling of objects, including heavy and large items.

4.8 — All items are checked and regularly maintained by Wood & Wood, due to the nature of the items clients hire, each item is hired at the client's own risk.

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Damage/Loss

5.1— There are charges for all hired items which are damaged or lost, the costs of which are available upon request.

Delivery, Collection & Construction

6.1 — A delivery and collection service is available to all clients. The delivery service is based on a Wood & Wood representative having easy access to a ground floor delivery location only. If a client's location is not on the ground floor, the client should inform Wood & Wood of this at least four weeks in advance so necessary arrangements can be made.

6.2 — To ensure items arrive on time. Wood & Wood will deliver to the client's venue at least one day prior to the date of the client's event. If the client wishes Wood & Wood to deliver on the day of the client's event, then the client does so at the client's own risk. Wood & Wood have every measure in place to make sure items arrive on time but Wood & Wood cannot account for circumstances out of Wood & Wood's control.

6.3 — Additional delivery charges may apply if the client fails to inform us in advance of travel associated charges. Examples of these charges include tolls, congestion charges and parking fees. Parking fines may also be charged as a result of not informing Wood & Wood in advance of adequate delivery areas.

6.4 — Upon delivery, some hired items may require construction (such as bars). These items will require an area large enough for the construction to take place. If the client is unsure if enough space is available for this, they should discuss this at the earliest opportunity with a Wood & Wood representative, ideally this will be prior making the booking.

6.5 — Unless otherwise stated, delivery and collection will include pre-arrangement of delivery time; usually AM (9 – 12) or PM (12 – 5). These details will be confirmed and discussed and agreed with the client at least four weeks prior to delivery.

6.6 — If Wood & Wood are late due to adverse or unforeseen circumstances a Wood & Wood representative will contact the client as soon as possible. It is recommended that deliveries are arranged at a 'safe' time prior to the event; recommended to be the day prior to the event.

6.7 — If Wood & Wood are at fault or in breach of any written agreement with the customer, relevant monetary compensation will be discussed directly with the client.

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Signing of Terms and Conditions

By signing this agreement I/we confirm that I/we have read, understood and agree to these Terms and Conditions.

Client Name

Date

Signature

Print Name

Governing Law

Any dispute or legal issues from these Terms and Conditions will be determined by the Law of England and Wales and considered exclusively by the courts of England and Wales.