



## **Terms and Conditions**

**Supplier:** Pretty Dishy

**Customer:** to be named

**Goods:** China and all or any other accessories supplied to the Customer by the Supplier and agreed at the time of booking.

These terms and conditions apply to all orders placed.

### **Booking and Deposit**

1. Once the booking is confirmed the Supplier will send an invoice to the Customer and the Customer will pay to the Supplier a non-refundable deposit of £25 to secure the booking of the Goods for the dates agreed.
2. On or before 7 days before the Goods are due to be delivered the Customer must pay to the Supplier the remaining total amount for the Goods plus a refundable deposit equal to that total amount.

### **Cancellation**

3. Should the Customer wish to cancel the booking they may do in writing (via text, Instagram, facebook messenger message or email to the correct address) at any time up to 48 hours before the Goods are due to be delivered, and a full refund (minus the non-refundable deposit of £25) will be given.
4. Should the Customer cancel after 48 hours before the Goods are due to be delivered but before they are in transit the Customer will agree to pay to the Supplier a sum of £100 only. The Supplier will give a refund on the amount remaining.
5. Should the cancellation be due to restrictions set by the government pertaining to Covid 19 which renders the going ahead of the event impossible all monies will be returned minus the £25 deposit. This will not apply if the goods are already in transit or have been delivered.

6. Once the Goods have been delivered by the Supplier to the Customer and/or once the Goods are already in transit to the Customer there will be no refund given whatsoever. This includes the event not going ahead for whatever reason (including government restrictions).

### **Delivery charge**

7. There is no delivery charge for delivering within 5 miles of the postcode TN12 9DR. After this there will be a charge of £1 per mile. There is no return delivery charge. If we incur charges due to delivery and collection, such as congestion or toll charges, this will be incurred by the Customer.

### **Period of Hire**

8. The Goods will be hired out for a period of 4 days or a different number of days as agreed between the Customer and Supplier. Should there be a failure by the Customer to return all the Goods (minus the dried flowers which are for the Customer to keep) to the Supplier within the hire period the sum of £40 per day will be taken off the Supplier's deposit. Should the Customer refuse to return the Goods the Supplier will keep the deposit and the Customer agrees to pay the Supplier an additional sum of £500.

### **The Goods**

9. The Goods will be provided to the Customer with an inventory of what has been provided. The Customer should check the Goods against the inventory at the time of delivery and confirm by way of signature that the Goods have been supplied as per the inventory and are undamaged. If there is any damage or issue this should be stated at the time of delivery and this will be noted by the Supplier. If the inventory is signed this will be taken as confirmation that the Goods have been supplied in good order (or as above noted at the time of delivery).
10. All Goods will be supplied clean. Due to the vintage nature of the product there may be signs of wear and tear or discolouration to the china but there will be no chips or cracks.
11. The Customer agrees not to place the Goods in any dishwashers or ovens and to notify third parties not to do so. The Customer may wash the napkins and/or runners if necessary but this is at the Customer's risk. If damage is caused to any of the Goods monies will be deducted as per the Replacement List below. The Customer may wash the Goods if necessary but only in water and soapy liquid. There is no obligation to wash the Goods but

the Customer does agree to ensure all Goods are dry with food removed as much as possible.

12. The Goods will be repackaged by the Customer as per the instructions given by the Supplier. The Supplier will collect the Goods at a time agreed between the parties. If the Supplier needs to package or repackage the products (for they feel they will break in transit), the Supplier will charge the Customer £25 for doing so.
  
13. Upon return of the Goods to the Supplier the Customer will inform the Supplier of any damage to the Goods so this is noted. The Supplier will in any event check for any damaged or missing items. Should there be any damage to the Goods or missing items the Supplier will inform the Customer what is damaged or missing within 48 hours and will deduct monies from the deposit as per the Replacement List below.

#### **Return of the deposit**

14. The Supplier agrees to return the deposit less any deductions in line with the Replacement List within 72 hours after return of the Goods to Pretty Dishy's premises (TN12).

### **Replacement List**

Below is the charge that will be taken for individual damaged items including chips, cracks, stains to napkins and/or runner and/or missing items.

Cup - £10

Saucer - £10

Plate - £10

Large glass cake stand - £35

Small glass cake stand - £20

Cake Plate - £15

Candlestick - £20

Vase - £20

Tea Pot - £30 (please note that we will need to charge the full price even if the lid is damaged)

Table runner - £20

Napkins - £8