

Victorian Teaparty

Terms & Conditions

Hire

All prices listed are for a hire period of 1 - 4 days from delivery to collection. Should you require the crockery for a longer period of time we would be happy to give you a quotation.

All our crockery will be a mix of different designs, colours and patterns. No guarantee can be made on the exact designs supplied.

All of our crockery will be in a satisfactory vintage condition and fit for the purpose they are hired for. We cannot accept any responsibility for injury or damage caused by the hire of any of our goods, or equipment, however caused.

When you place an order we will require a 50% deposit of the value of the hire with a signed Terms and Conditions Form.

The customer is solely responsible for the goods during the period of hire - from the time the goods are delivered by Victorian Teaparty (or collected by the customer) until the goods are returned to Victorian Teaparty.

Delivery & Collection

Delivery and collection is within an approximate 50 mile radius of Godstone, Surrey or Sutton Valence, Kent, at a cost of 35 pence per mile each way. For any bookings with a London post code a £20 minimum charge each way will apply. A minimum charge of £10.00 each way for any other area. Waiting time will be charged at £5 half hour on delivery and pick up so please make sure items are ready for collection at agreed time. On collection, all goods are to be carefully and adequately packed in the same manner and same packaging/containers as delivered.

Alternatively, customers may collect and return the crockery to Victorian Teaparty. Delivery and collection date and times to be agreed between the two parties. Late collection or drop off may be chargeable from the deposit, as detailed above for collection or delivery.

Due to the age and fragile nature of our items, please take extra care when handling, stacking and packing.

Cancellation

If you have to cancel your order, you can do so up to 60 days before the agreed delivery/collection date then you will incur no charge and your deposit will be returned in full. However if cancellation takes place within 60 days of the agreed delivery/collection date your 50% pre paid deposit is non-returnable. We would need your cancellation request in writing.

Breakage

A breakage deposit of 50% of the hire cost or £100.00 which ever is the greater, is required 14 days prior to your event. This should be in the form of a cheque made payable to Victorian Teaparty and will be refunded within 7 working days of collection less any payment due as a result of damage or loss.

Any item damaged, cracked, chipped, broken or missing must be identified and reported when collection is made. A charge will be levied (deducted from the breakage deposit) at 4 times the hire cost. For example you will be charged £4.60 replacing a cup and saucer. Vintage Teapots and Coffee pots will be charged at a flat rate of £30 each due to difficulty in replacing such items. Any charge for breakages can be paid direct or will be taken from initial deposit with the net balance being returned within 7 working days.

Washing

Due to the fragile nature of our vintage crockery we prefer to hand wash all goods ourselves and therefore charge an additional 10% of the hire fee. We would expect all plates to be free of food, all teapots to be emptied of tea bags and liquid.

For payment details and Terms & Conditions form see page 2.

Terms & Conditions Form

Payment

A deposit of 50% of the total value of the hire is required on confirmation of your booking. The balance of payment is required 14 days prior to your event together with a separate cheque for 50% of the hire cost or £100.00 which ever is the greater. The breakage deposit will be refunded within 7 days of collection/return, less any payment due in relation to breakage or loss. We will contact you to finalise the arrangements before the 14 days deadline. If the balance of payment and breakage deposit is not received before the event, no goods will be despatched.

Payment should be made by cheque payable to Victorian Teaparty. Bank transfer is also acceptable, details can be provided on request.

First date of hire/delivery _____ last date of hire/collection _____

Name of hirer _____

Address _____

Postcode _____ Mobile No _____ Tel No _____

Email _____

DELIVERY & COLLECTION ADDRESS (if different from above)

Address _____

Postcode _____ Tel No _____

I confirm that I have read, understood and agree to the above Terms and Conditions.

Signature of hirer _____

Date _____

Please return by post to Victorian Teaparty, 1 Heniker Cottage, Heniker Lane, Sutton Valence, ME17 3ED

OFFICE USE ONLY

Total hire charge _____

Deposit received _____ Date _____

Breakage deposit received _____ Date _____

Cleaning charge _____

Mileage _____