

Pillows & Porcelain Ltd - Terms and Conditions

By signing a hire agreement with Pillows & Porcelain Ltd, you are agreeing to the following terms and conditions:

We offer a free initial consultation at our premises (8 Smith Street, Warwick CV34 4HH). Just phone or email to make an appointment. This allows the client to choose the style / colour of the crockery required, although it can only be a rough guide as we may not be able to provide enough items of one colour. Normally the best effect is achieved by mixing and matching items of 2 or 3 colours (e.g. pink, green and white).

The hire cost includes 3 days' hire (normally 1 day to deliver / pick up, 1 day for the event itself and 1 day to collect / drop off). Extended periods of hire can be quoted for at a pro-rata rate.

The minimum hire cost is £50.

All items remain the property of Pillows & Porcelain at all times.

The client is solely responsible for the items during the period of hire.

Pillows & Porcelain will accept no liability for any injury or damage to persons or property arising from the hire of the goods, however caused.

We will deliver and collect for free within a 10-mile radius of our premises in Warwick and will charge 25p per mile on top of this to deliver further afield.

We require a 25% deposit on taking your order, to cover cancellation.

We require payment in full of the remaining balance 21 days prior to the event, together with a refundable damage deposit cheque of £100 which will be returned when all items have been returned and checked, provided that there are no breakages or missing items (see below).

If you cancel your order prior to the event, you must inform us in writing or by email and you will be charged as follows:

Cancellation within 30 days of the event - 25% i.e. you will lose your deposit

Cancellation within 14 days of the event - 100% i.e. you will lose your total payment

Please sign our delivery note on receipt of the items. This confirms that you are happy with the condition of the items. Any shortfall should be noted on the delivery note. Once signed, subsequent complaints cannot be taken into account.

We will wash the crockery for you after use but please make sure it is as clean as possible when you repack it, i.e. free of dollops of cream and jam!

If you wish to do the washing up yourselves, we offer a 10% discount but note the following condition:

- vintage china is more fragile than its modern equivalent, so **must not** be put into a dishwasher, even on a delicate cycle.

We always check that there are no chips or cracks in the china before hiring, and expect them to come back in the same state. However due to the nature of vintage crockery, it may show signs of wear e.g. the gilt may have worn away in places. This is inevitable due to its age and delicacy.

When repacking the crockery in the packaging provided, please be careful and do not pack the pieces in too tightly to avoid breakages.

Breakages will be charged as follows (price per item):

Cup £5

Saucer £5

Sugar Bowl £7

Milk Jug £7

Tea or Coffee pot £20

Cake stands £30

Any item of cutlery £3

Missing items will be charged at the same rate as broken ones.

These charges will be deducted from the damage deposit. If the cost of missing / broken items exceeds this deposit, then extra charges will be billed.

If there are no missing / broken items, the damage deposit will be returned in full.

We reserve the right to change these Terms and Conditions at any time but the T&Cs effective at the time of final payment will apply to your event.