

TERMS AND CONDITIONS

(If you do not understand our conditions, PLEASE ASK)

1. Deliveries and collections are done on the day selected, Smiths is unable to give you an exact time of day for your delivery.
2. **All equipment hired for a weekend needs to be collected before 1pm Friday and returned before 1pm Monday cleaned and in order. Late items charged per item per day. NO EXCEPTIONS.**
3. ALL equipment hired must be returned in the same condition as it was given, clean and free of any soilage, we will not take any dirty items they will be sent back with you to be cleaned. Late or dirty items will be charged per item per day. No exceptions.
4. Any loss, breakage or theft is the responsibility of the client and replacement costs will be charged accordingly on return. No exceptions.
5. ALL EQUIPMENT & LINEN hired needs to be opened and checked before leaving Smiths premises or when being delivered to your premises. Smiths will not accept any discrepancies once it has left our premises or on return. All linen needs to be returned clean, it will be sent back with you if it is dirty. No exceptions.
6. Any injuries or deaths sustained by any individual or individuals, or damage to their property using our equipment or services or visiting our premises will be solely the responsibility of the individual or individuals. No exceptions.
7. Please note that a CASH deposit is required on all items hired with a proof of residence (not older than 3mths) and ID. No exceptions.
8. Deposits are only refunded on presentation of your invoice. No exceptions.
9. The driver is instructed not to off load any equipment before payment or proof of payment is given. Items are delivered at the clients risk to their specified venue. No exceptions.
10. **All cancellations or non collection within our hours will forfeit all monies paid. Please only place your order if you are 100% certain you will be needing the items. No inclement weather. No exceptions.**
11. Please ensure that Smiths chair covers fit your chairs as they are made specifically for Smiths chairs. (slimline) NO REFUNDS. Damaged chair covers are charged at R75.00 each.
12. No soliciting of any sort in our store. Right of admission reserved. No exceptions.
13. It is the responsibility of the individual or individuals who hire equipment or makes use of our services to ensure collection of your order is on time. It is not the responsibility of Smiths or any of their staff members to contact you or wait for you or remind you of your collection or return.
14. We do not guarantee balloons once they leave our premises. No exceptions.
15. Please ensure you bring a waterproof covering and rope to cover all items hired from Smiths. Wooden items will NOT be loaded without this. NO EXCEPTIONS
17. Under no circumstances can any wooden items be used in the rain, it damages the item and you will be required to replace or fix it if there is damage. No exceptions.
18. No abuse in any form will be tolerated in our Store you will be asked to leave. No exceptions.
20. Please check every item before leaving our store. No orders will be given to anyone until our Terms and Conditions are READ and SIGNED for. Please make sure your order is 100% correct before leaving. No discrepancies will be accepted. (NO EXCEPTIONS)

Terms and Conditions accepted on this _____ day of _____ year _____

Signature of responsible person: _____ Witness: _____

Name/id no: _____ Tel: _____

DEPOSITS WILL ONLY BE REFUNDED ON PRESENTATION OF YOUR INVOICE