

TERMS & CONDITIONS

Please read these Terms & Conditions carefully. If you do not understand any condition, please ask before making payment.

Agreement: By making payment, accepting delivery or collection, or signing below, the customer agrees to these Terms & Conditions. These terms form a binding agreement between Smiths Party Stationery & Crafts and the customer.

1. PAYMENT & BOOKING

A booking is only confirmed once the required payment/deposit has been received. The customer remains responsible for all amounts due under the booking.

2. CARE OF HIRED ITEMS

All hired items remain the property of Smiths Party Hire. The customer must take reasonable care of all items and may not sell, lend, alter, damage or sub-hire them.

3. DAMAGE, LOSS & CLEANING

The customer is responsible for any loss, damage, breakage, excessive cleaning or missing items while the items are in their possession. Smiths Party Stationery & Crafts may charge the reasonable cost of repair, replacement or cleaning.

4. COLLECTION & RETURN

Items must be collected and returned on the agreed dates and times. Late returns may result in additional hire charges. Items must be returned clean, dry and in the condition in which they were received, subject to fair wear and tear.

5. WEATHER & VENUE

The customer is responsible for ensuring that hired items are protected from rain, wind, extreme weather and unsafe conditions. Smiths Party, Stationery & Crafts won't be responsible for damage caused by the customer's failure to provide suitable conditions.

6. CANCELLATIONS

Cancellations are subject to the cancellation charges below, based on the timing of the cancellation and costs incurred by Smiths Party Hire. Any cancellation or refund will be handled in accordance with applicable South African law.

Cancellation Period	Cancellation Fee
30 days or more before the function date	25%
16–29 days before the function date	50%
0–15 days before the function date	100%

By paying your deposit, you accept the cancellation Terms & Conditions. Refunds will be processed within 14 working days.

7. CUSTOMER RESPONSIBILITY

The customer accepts responsibility for the hired items from the time of collection or delivery until they are returned to and accepted by Smiths Party Hire.

8. LIABILITY

Nothing in these Terms & Conditions excludes or limits any right, remedy or liability that cannot lawfully be excluded or limited under South African law.

9. AGREEMENT

The customer confirms that they have read, understood and accepted these Terms & Conditions and agree to be legally bound by them.

CUSTOMER ACCEPTANCE OF TERMS AND CONDITIONS

Signature of Responsible Person	
Name / ID No.	
Telephone	