

Northants Budget Crockery Hire

Terms and Conditions – Updated 28th April 2020

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General

- All hired goods (and non-disposable packaging) remain the property of Northants Budget Crockery Hire, 16a Leyland Trading Estate, Wellingborough, NN8 1RS.
- During the hire period, the Hirer is solely responsible for the hired goods until returned to the Owner.
- The Owner shall not be responsible for any injury or damage to the persons or property howsoever sustained arising from any goods under hire. It is the responsibility of the Hirer to fully indemnify the Owner in respect of all claims by any person whosoever for any accident or damage caused by, and in respect to all costs or charges arising thereof.
- The Owner will always endeavour to supply the specific goods requested; however, the Owner reserves the right to supply the Hirer with similar substitute goods where absolutely necessary.
- At the time when goods on hire are delivered or collected to the Hirer or his representative, the Hirer has the responsibility for signing the Owners Delivery/Collection Note. In the event of shortages or damages, the Hirer shall endorse the note accordingly at the time of delivery or collection. If the Hirer fails to perform his obligations under this condition, all goods will be deemed to have been delivered/collected in a satisfactory condition and as specified in the delivery note.
- If the Hirer has any complaint with regards to the condition of the goods, the Owner must be notified immediately. The Owner will not consider a redress once the items have been used.
- In no circumstances will the Owners liability exceed the invoice value of the goods hired.
- By accepting confirmation of your order, you are accepting our Terms and Conditions. These are the Terms and Conditions to which you will be contracted. No alteration of these terms will be considered until agreed in writing by both parties.

Hire Charges

- All prices shown are exclusive of VAT at the standard rate, currently 20%.
- Charges are for a 24-hour period, equivalent to one day's hire.
- Items are delivered at a time convenient to you the day prior to your event taking place.
- Items are collected at a time convenient to you the day following your event.
- The Hirer must keep items safe and dry until collection.
- Additional hire days will be charged at 25% nett of your order per day thereafter.
- For weekend events we would normally deliver on a Friday and collect on a Monday at no additional cost.
- For significantly large orders we reserve the right to ask for photographic proof of identity of the Hirer (e.g. a driver's license) and proof of address (a recent utility bill). Both documents must be in the name of the hirer and received by us no later than the time of full payment

(minimum 10 days prior to the event taking place). Failure to provide required documents will result in loss of deposit and hire contract

- Business customers please contact NBC Hire, credit account available on completion of necessary documents.

Delivery / Collection

- Deliveries are made by NBC straight from our premises, we do not use third parties.
- Items are delivered at a convenient, pre-arranged time, the day before your event.
- Items are collected at a convenient, pre-arranged time, the day after your event.
- If your event is on Saturday or Sunday, your order will be delivered on the Friday and collected on the Monday at no additional cost.
- Sunday collections can be arranged in advance for a £10 fee as we are usually closed.
- Delivery is to the main, ground floor entrance of your venue.
- Please ensure that the Hirer or a selected person is on site to receive the order and sign the delivery note.
- **IF WE HAVE TO RETURN TO YOUR VENUE TO RE-DELIVER OR RE-COLLECT YOUR ORDER, A £10 FEE WILL BE CHARGED.**
- Customers are responsible for all hired items and delivery containers from the time of delivery until the time of collection.
- Items must be returned in a "ready to hire" condition (clean, undamaged, free from watermarks) unless you have taken advantage of our "Dirty Back Service".
- Items returned dirty without prior agreement will be subject to a cleaning fee.

Back Dirty Service

- This service must be arranged at the time of booking.
- It will be charged at 25% of the nett value of your order.
- All food debris must be scraped from the plates / dishes etc.
- All liquids must be emptied from glasses, jugs, boilers etc.
- When items are free of debris simply restack the items in the storage crates provided by NBC Hire.
- There will be no refund for any unused goods.
- Should any points not be adhered to, an extra charge may be applied.

Payments / Deposits

- Orders are not guaranteed until a Security Deposit has been received.
- Security deposit invoices must be paid within 7 days of receipt of invoice to confirm booking.
- Security deposits are refunded within 7-10 working days of the goods being collected and checked by us, less any damages or losses. We do not charge VAT on security deposits.
- Should the security deposit not be sufficient to cover any damages or losses, a further charge will be applied. We do not accept substitute goods for damaged or lost items.
- Your order must be paid in full no later than 10 days prior to your event date. An invoice will be sent to you in advance of this time.
- Failure to pay before this time will result in forfeiture of hire contract and security deposit.
- We accept payments via debit or credit card, or via bank transfer. Invoices are sent via email, they can be paid by clicking a link in the email, or via telephone.
- We do not accept cheques, postal orders or cash on collection/delivery.

Cancellations

- Cancellations must be made in writing, via email.
- In the event that an order is cancelled more than 10 days prior to the scheduled delivery date, 100% of the hire costs will be refunded. The security deposit will be refunded less 50% to cover admin / payment fees.
- In the event that an order is cancelled within 10 days of the scheduled delivery date, the hire costs will be deemed non-refundable. The security deposit will be refunded less 50% to cover admin / payment fees. The client agrees that this is fair and reasonable in all respects and is a genuine pre-contractual estimate of NBC Hire's losses (including loss of opportunity), arising in such circumstances.
- Force Majeure : For the purposes of this Contract, Force Majeure Event means an event beyond the reasonable control of NBC Hire, including but not limited to: strikes or other industrial disputes (whether involving the workforce of NBC Hire or any other party), failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law of governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm, pandemic or default of suppliers or subcontractors. NBC Hire shall not be liable to the Customer as a result of any failure to perform its obligations under this Contract as a result of a Force Majeure Event. If Force Majeure Events prevent NBC Hire from providing the hire goods on the date, NBC Hire shall, without limiting its rights or remedies and without liability to the Customer, have the right to terminate this Contract immediately by giving written notice to the Customer.

Breakage/Replacement Charges

- The Hirer is responsible for any losses / damages of the goods for the entirety of the hire period.
- We reserve the right to charge for items that have been damaged in any way, or for any missing items.
- Example charges are: dinner plates/bowls etc. £2.50 per item; cutlery £1.00 per item; glass jacks £10 per item; storage crates £5.00 per item. A list of charges will be provided when your order has been checked back.
- **We reserve the right to charge in full for replacement costs of any other goods suffering from wilful or accidental damage during the hire period.**

Linen

- Linen (white only) orders must be placed a minimum of 10 days prior to your event to ensure stock availability.
- Orders for coloured napkins / runners / sashes must be placed at least 3 weeks prior to your event taking place. This allows time for goods to be sourced and delivered to NBC Hire should we need to order in a particular colour.
- Linen provided is laundered and pressed. Creases may be evident on laying of the cloths due to storage / transport of said linen.
- Should you require a crease free finish we recommend steaming the cloths on the tables.
- Linen returned damp due to spillages **MUST NOT BE PLACED IN PLASTIC BAGS**. Damage to any linen resulting from mildew or other stains that do not respond to standard laundry treatments will be charged at full replacement cost.
- Damp items must be folded and placed to one side; NBC Hire must be notified of any such items at the time of collection.
- All other linen items must be placed back into the blue linen bags provided with your order.
- Shortages and damages to hired linen will be charged at full replacement cost. No substitutes will be accepted by the owner. Damaged goods include those that have sustained burns / scorch marks / tears / defacement / concrete / ink and earth stains.

- Goods returned showing evidence of candle wax will be treated with an appropriate laundry programme, a charge will be made for this. If goods do not respond, full replacement cost is charged.

Vintage Crockery

- Our vintage items are in good vintage condition, they may display small irregularities such as marks under the glaze or slight wear and tear to the gilding, however this is only due to age. We reserve the right to supply items of a “vintage style” where appropriate.
- Please note that we do not guarantee colours / themes / sizes etc. Some trios (cups, saucers, side plates) may match, others may be mismatched.
- Please pack all return items as found when delivered. Packaging is supplied to prevent breakages.
- A security deposit is required with every order. If the vintage post box is ordered, a minimum security deposit of £100 will be applied due to the cost of replacement if lost or damaged. For crockery only, a security deposit of £50 or 35% of your order will be required, whichever is greater.
- Vintage breakages are charged as follows:
 - Cups, saucers, tea plates, small jug, sugar bowl etc £5 per item
 - Teapots, large jugs, cake plates, cake stands etc £15 per item
- Vintage post box damage or loss will result in full replacement value being charged.
- Vintage items are fragile by nature, which is why we offer a free dirty back service on all vintage orders, meaning that the chance of breakages by the customer is reduced. Should you order also contain standard whiteware, normal dirty back service of 25% nett whiteware cost will be applied to whiteware only.

Misc.

- NBC Hire will make every effort to deliver goods at the time slot agreed, however, no responsibility will be taken if these times are not met. Removal of the goods will take place a time slot agreed between the Owner and the Hirer, it is the Hirer’s responsibility to keep the goods safe and dry until collection takes place.
- No responsibility is accepted by NBC Hire for any injury caused by careless use of equipment hired. Please ensure all persons handle the goods safely and correctly.
- Please take care lifting containers. Crockery/Cutlery can be heavy. Items are provided in manageable containers, please do not lift more than you are comfortable with and always adhere to manual handling standards.
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