



POT KETTLE WHITE TERMS AND CONDITIONS

DEFINITIONS

Customer:	Person or persons hiring Equipment.
PKW:	Pot Kettle White Limited (Registered Co No 11407606) of 17 Brook Road, Urmston, Manchester, M41 5RQ.
Parties:	PKW and Customer.
Equipment:	Refers to all items provided by PKW to Customer, as particularised in Invoice or otherwise.
First Payment:	50% of Total Hire Charge required in cleared funds to confirm order.
Second Payment:	Remaining 50% of Total Hire Charge required in cleared funds by no later than 21 days prior to Delivery.
Invoice:	To be issued by PKW to the Customer upon acceptance of the Quotation.
Damage Deposit:	The greater of £50 or the 10% of Total Hire Charge.
Delivery:	Date, time and location to be arranged between PKW and Customer and confirmed in writing.
Collection:	Date, time and location to be arranged between PKW and Customer and confirmed in writing.
Delivery Charge:	There is no charge for Deliveries under 15miles from PKW. Deliveries to destinations over 15miles from PKW carry a charge of 45p per mile for each mile over 15miles, including return journey and collection journey.
Total Hire Charge:	The cost of hire of all Equipment together with VAT (if applicable), Washing Up Charge and any associated Delivery Charge.
Order Confirmation:	To be confirmed in writing between the parties following acceptance of Quotation and receipt of the First Payment and Damage Deposit by PKW.
Quotation:	To be provided by PKW, in writing.
Hire Charges:	The cost of hiring Equipment as detailed on the Website and/or within direct correspondence and as may change from time to time. In the event of any dispute over the correct hire charge, the

prices indicated on the Website will be held to be the accurate Hire Charges.

Website: www.pkweventcrockeryhire.co.uk

Washing Up Charge: 5p per item, if arranged.

EQUIPMENT & HIRE CHARGES

1. All Equipment remains the property of PKW;
2. All Hire Charges are for a maximum of three days, including the date of Delivery and the date of Collection. PKW and the Hirer are able to negotiate alternative rates for longer rental periods (in excess of 3 days);
3. The Deposit is to be paid in cleared funds with the First Payment;
4. The Deposit is held against loss and/or damage and/or cancellation and/or unpaid cleaning charges and/or parking fines or other parking costs incurred by PKW and will only be refunded when all the Equipment has been returned back in stock, after checking.

ORDERS, PAYMENTS AND INVOICING

1. Upon acceptance of a Quotation by the Customer, PKW will issue an Invoice;
2. Order Confirmation will only take place upon receipt by PKW of the Damage Deposit and the First Payment. Order Confirmation will take place in writing.
3. Any amendments to the Total Hire Charge following Order Confirmation can be agreed in writing.
4. A further and/or amended Invoice will be provided in the case change.
5. In the event of change, payment deadlines for the First Payment, Damage Deposit and Second Payment remain the same.
6. Delivery will not take place without payment of the Second Payment.
7. All payments will be acknowledged in writing.

DELIVERY & COLLECTION

1. Delivery and Collection will be arranged between the Parties;
2. Delivery is contingent on payment of the Total Hire Charge and Damage Deposit.
3. The Customer will be required to sign a document confirming receipt and condition of the Equipment, as particularised in the Invoice.
4. Any Customer wishing to organise their own delivery and collection of Equipment must be fully insured against loss or damage and must be able to produce evidence of said insurance on demand.
5. Any parking fines and/or other parking costs required by PKW to affect Delivery or Collection will be deducted from the Damage Deposit.

DAMAGE & LOSS

1. The Customer will be liable for damage and/or loss of Equipment;

2. In the event damage and/loss to any Equipment, the Customer will be charged a replacement cost, deducted from the Damage Deposit;
3. In the event that the Damage Deposit is not adequate to cover the damage and/or loss suffered, the Customer will be liable for any excess.

CANCELLATION

1. All cancellations are required to be confirmed in writing no less than 14 days prior to Delivery.
2. In the event of a cancellation, a rebate of the Total Hire Charge will be permitted, as follows:-
 - i. 14 days or more prior to Delivery – 100% of the Total Hire Charge;
 - ii. Up to 10 days prior to Delivery – 50% of the Total Hire Charge;
 - iii. Up to 5 days prior to Delivery – 30% of the Total Hire Charge; and
 - iv. Up to 48 hours prior to Delivery – no rebate.
3. In the event of a cancellation, the Damage Deposit will be non-refundable.

LIABILITY

1. PKW accepts no responsibility for any loss or injury caused by the use or misuse of any of the Equipment;
2. PKW accepts no liability to any third parties;
3. PKW accepts no liability for any alleged misrepresentation of products described on the Website, within any other correspondence or other social media platform.