



## Terms & Conditions

Décor House strives to provide the best quality service to you as our valued client. We want your day to be as special as if we were doing it for ourselves, because we care about you. Décor House welcomes you to our premises. However, any consultations will be done by appointment only.

This is Décor House hire contract and thus reading through it, it is the responsibility of the Hirer to ensure that you are not left unhappy after your special day. **The Terms and Conditions listed below will apply the minute payment is made even if the Hirer does not sign the contract.** Deposit/s made into our account indicates the Hirer's acceptance of Décor House Contract & Policies, and will legally bind the Hirer to the Contract.

### Quotations from Décor House

- Quotations are free and valid for 14 days after date of issue.
- Do not hesitate once you have received your quotation to make payment, because your booking is only secure once a 50% deposit of the total order is received.
- If there are any last minute changes to the quotation, then payment will need to be made in full.

### Payments

- Please note that no items will be reserved or supplied unless full payment is made and reflects in our bank account or the full amount of cash has been paid.
- Décor House will not commence with the set up of the function until full payment as well as the Damages or Breakage Deposit (explained later) has been received.
- We accept payments in cash or by EFT. Cheques and credit cards will not be accepted. Once we have received your deposit, it will be considered as an acceptance of the quote/invoice at which point this will legally bind you the Hirer to all the Terms and Conditions stipulated in this document.
- The Hirer will be liable for all legal and management fees accumulated over and above any monies due to Décor House.
- Décor House would love to help everyone, however due to limited stock and full attention to detail, a 50% NON-REFUNDABLE deposit is required to secure your décor requests and function date.
- Décor House will not release any goods if payment is not reflected in our account. The balance of your payment (including the Damages or Breakage Deposit) is due in full 30 days prior to the function date.



- All the relevant paperwork must be completed, signed and e-mailed a minimum of 30 days prior to your function date.
- No refunds or credits will be allowed under any circumstances.
- If there are any additions to an order it will first have to be confirmed if available and paid in full. Monies will not be returned for items ordered and not used.
- No refund will be given when changes are made on an order within 30 days before a function.

### **Cancellations/Amendments**

- Should you for any reason postpone your wedding/function or event, move the date, or change the venue, Décor House will only move the money paid to us onto the new date if we are able to re-book your date and décor which can only be done if we have that date free..
- 50% of total amount of the booking is non-refundable on cancellation. If the Function is cancelled 30 calendar days prior to the event, Décor House shall be entitled to 100% of the booked amount and there will be no refund whatsoever.

### **Damages or Breakage Deposit for goods/service being delivered to a venue.**

- At Décor House we specially pack all our hire items in their own respective containers and packaging. This is to prevent the items from getting dirty, lost and/or damaged, and for making it easier to transport and store.
- A Damages or Breakage Deposit is required to cover the cost of any hire items that do go missing or are damaged. If no goods go missing or become damaged or destroyed, we will refund the client in full.
- Damages Deposit will be forfeited if any of the goods come back damaged, or not in their original packaging. Additional charges (exceeding your Damages & Breakage Deposit) may be charged for depending on the extent of the damage. In which case the client is liable for the full amount to replace such items.
- If an item is gone, comes back wrecked or in a condition in which it cannot be hired out again, the Hirer will be liable to reinstate that item at its replacement value.
- In the event that a client has short ordered stock, transport as well as overtime will be deducted from the Damages or Breakage Deposit to recover costs.
- Any cash received by Décor House for any Damage or Breakage Deposit must be collected again by the client at our premises 7 days after the function.
- If the client has paid the Damages or Breakage Deposit via EFT it will be refunded into the client's account



no later than 7 days after the function. Please check that we have the correct banking details for you. We cannot refund without banking details.

### **Damages**

- It is the client's responsibility to contact Décor House the Wednesday after the function to enquire about any damages.
- Please note that damaged stock/goods are only kept for a period of 7 days after the function.
- Goods that are returned damaged, dirty or not in their original packaging (supplied) will be charged for.

### **Charge Structure**

- Please note that all hire items are charged for per item over a two day period or for a weekend.

### **Deliveries/Collections to the venue**

- Décor House will take no responsibility for failed deliveries, if inadequate information has been supplied or should nobody be on site to sign at the time of delivery. Please Note that any person, not the Hirer, who signs a delivery or collection note is considered to be authorised to do so.
- When goods are collected by or delivered to the Hirer, he/she shall examine the goods, accept and sign the delivery note. In the event of shortage or damages, the Hirer shall endorse the note accordingly and inform Décor House immediately so that the problem can be rectified. The client must check all items on delivery, because Décor House will not be held responsible for lost, damaged or stolen items after the delivery note has been signed.
- Please ensure that your order is repacked and ready for collection – if this has to be done on site by Décor House staff, a breakdown fee will be charged at R300.00 per hour.
- All deliveries/collections will be charged for accordingly.
- The hire items that the client has hired must be available for collection at the same delivery address unless otherwise agreed to in writing. Transportation and overtime and labour costs at R300.00 per hour will be charged for if the hire items are elsewhere.
- Décor House does not offer a count on site service after the event. All orders will be counted and checked upon return to our premises and our decision as to losses/damages will be final.



### **Collections>Returns at our premises**

- Décor House will not be available at their premises for collection unless full payment has been received and reflects in our account 30 days before the event.
- The quote/invoice you receive will state on which date you will be allowed to collect the goods as well as return them.
- A hiring fee will apply per item/per day for late returns. Please note that all items **MUST BE** collected and returned before 12:00 on the days stipulated in your quote/invoice.
- You may collect on the Thursday before the function/wedding (9am-4pm) and items must be returned the following Monday (9am-1pm).
- Décor House requires that payment be done in full, 30 days before collection date.
- We do not accept Cheques, and credit cards **WILL NOT BE ACCEPTED**.
- Décor House will refund the Damages or Breakage Deposit if all the goods are returned on time, with no damages or shortages.
- The Damages or Breakage Deposit rate will be specified on your quotation/invoice. This fee varies and is calculated at “quantity of items ordered multiplied by the full replacement fee”.
- Please note that no collections or returns will be accepted on Saturdays or Sundays.
- It is the responsibility of the hirer to check the quantity and the quality of the goods on collection. No claims will be accepted once the goods have left our premises.

### **Responsibility of the hirer**

- If Décor House is delivering, it is the responsibility of the Hirer to ensure that the venue is open and that the venue has completed their set up on the date and time agreed.
- Décor House is not responsible for the set up of the venue. The client will be charged for collection of chairs, un-stacking of chairs, placing of chairs, collection of tables, placing of tables etc. The tables and chairs should be set up as required by the client.
- It is the Hirer’s responsibility to ensure that the linen is kept dry; hire items clean, boxed and sealed in their respective containers in a secure place until collected.
- The Hirer shall be responsible for loss of or damage to hired goods and storage containers, and shall be held liable for the full replacement fee.
- The most **RECENT** quote is definitive above all other quotations. Décor House will not deliver any items that have not been specified on the quote.
- At Décor House pre-booking is essential, and last minute requests might not be possible.



## General

- Please note that there might be slight variations, due to different materials and artistic interpretation when doing the setup in general.
- Décor House will not be held responsible for any unforeseen weather conditions or acts of nature, which might affect our products or service.
- Function décor is also referred to as “goods” or “items” in this agreement and can be viewed by appointment only.
- Cash delivered for Damages or Breakage Deposits, must be collected again after the function from us.
- Décor House will not be held responsible for any damage to property, injury, death or loss of limb, before, during or after the function.
- Décor House will supply all necessary items/services if correct information has been supplied. This will include an increase in tables and or guests, a delivery fee of R450.00 or more will be charged to go back to our premises to collect extra goods if required. The goods will be charged for per item as per normal. The client will be responsible for any costs incurred during this process including traveling costs.
- Clients leaving bad or negative feedback regarding a booking or cancelled booking which has a negative impact on our business, without just reason or reasonable time to solve any issues will be in breach of this contract. We will take legal action to regain all loss of business.

## Flowers

- Should you choose to use Décor House for flowers, an estimated quote for flowers will be provided. However flowers cannot be guaranteed due to availability, weather and fluctuation in the market.

I/We \_\_\_\_\_ agree to the above terms and conditions.

Signed at \_\_\_\_\_ on the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

Sign: \_\_\_\_\_

### **Banking Account Details:**

**Account Name:** Décor House

**Bank Account:** 62777628755

**Bank Name:** FNB

**Branch:** Tzaneen