

## SHEEPSKIN HIRE

Please look after and respect our rental items, we hope to use and reuse them for as long as nature allows.

### TERMS & CONDITIONS

#### 1. DURATION

(a) The period of hire shall begin on the date that the goods are collected by or delivered to you.

(b) The period of hire shall end on the earlier of either: (i) the day on which the goods are redelivered to us at the delivery point agreed, OR (ii) the day on which the goods are collected by us from you at the delivery point agreed. You shall in any event return the goods to us not later than the end of the period of hire.

Failed courier collections: If our courier comes to collect and the goods are not ready or there is no one there, you will incur a cost of £20 plus VAT per failed attempt and the courier will be rescheduled for the following working day.

#### 2. PAYMENT

Full rental/purchase price must be paid to secure your order, your order is not secured until full payment has been received. Payments are made via the online 'Review and pay' button on your invoice or by BACS.

Refundable deposits (50% of the total hire cost) will be required for all orders as an insurance retainer. Provided that the items are returned to us in good condition and on time, they will be credited back to your original payment method within 10 days of receipt of the goods by us.

Deduction from your deposit could incur for the following reasons:

- (a) delays with items being returned, which could cause us loss of rental income.
- (b) damaged and/or missing items, you would be charged for this depending on what has been damaged or is missing on return. (\*See Point 3 for Charges)
- (c) any missed collections, if our couriers can't collect from you.
- (d) cancellation charges see clause number 14.

### 3. DEFECTIVE GOODS

You must report any defects with the goods to us within 24 hours of delivery and you must, if requested by us, return the goods to us for inspection. You should send us an email at [hire@heatons.com](mailto:hire@heatons.com) with details of any defects or missing items. If we agree in our absolute discretion that the goods are defective, we shall use all reasonable endeavours (but shall not be bound) to provide a suitable replacement item or items.

Wear and tear is of course taken into account when hire goods are returned to us for inspection, along with reasonable, and what we would consider as normal, marks and/or dirt.

If any items are returned to us damaged beyond what is considered as reasonable, we will charge the following per item. These are 2024/25 prices and may change.

- Single sheepskin rugs - £40
- Sheepskin cushions (40CM) - £40
- Sheepskin cushions (50CM | 60x30CM) - £45
- Wool throws - £100
- Wool cushions - £40

Please note that all charges include VAT and are minus rental charges of the item(s).

Shipping Hardware: If peripheral items of hardware are missing or damaged when your order is returned to us we will charge you for the cost of the item minus the rental amount. Shipping hardware includes, but is not exclusive to, items such as pallet boxes, straps and rug care packages.

### 4. USE

(a) The goods shall be under your control at all times from delivery until returned to us, and you shall ensure that goods are used or positioned safely and without risk to health and are not used for any purpose for which they are not designed. Please ensure that the same team installs and takes down.

(b) The goods shall be used only at the location or venue agreed in advance with us. If circumstances arise where a location needs to change or another location added, you must inform us.

(c) The goods will be delivered in pallets or boxed, depending on the size of the hire. This will be confirmed with you prior to delivery. Storage of the goods during the length of the hire is your responsibility and goods must be kept in a dry, clean and secure location for the duration of the hire.

### 5. INDEMNITY

(a) You shall be responsible for and shall indemnify us against all loss or damage caused to or by the goods from whatever cause arising.

(b) Any goods that are transported by you to another (agreed) location from the landed\* destination must be covered by your travel and event insurance. \*the landed destination is the location that we arrange the initial shipment to and collection from. Proof of insurance will be required.

## **6. NO SALE ETC**

- (a) You shall keep the goods in your sole possession and shall not lend the goods or sublet them to any person or otherwise part with possession of them in any way.
- (b) You acknowledge that the goods remain our property at all times and must not in any circumstances be sold or used as security.

## **7. CLEANING & REPAIRS**

A basic care package will be provided with your hire with instructions on how to use the accessories within it. Care is limited to combing and brushing the goods and the instructions must be followed. This will ensure that you get the best aesthetic from your hire.

- (a) You must not clean, repair or attempt to clean or repair the goods in the event of damage but must notify us as soon as is reasonably possible.
- (b) If the damage has been caused by the fault or carelessness of you or by misuse of the goods, the repair will be at your expense. In any other case, the repair will be at our expense.
- (c) All items will be cleaned and sanitised by us once returned, prior to any further hire.

## **8. TERMINATION**

This agreement and the hiring constituted by it shall without notice end and you shall no longer be in possession of the goods with our consent, if there is a default by you in the payment of any money due.

## **9. CONSUMER CREDIT ACT 1974**

It is agreed and declared that this agreement falls outside the Consumer Credit Act 1974.

## **10. LATE RETURNS**

If goods have not been received on the agreed return date for by hand returns, and within 24 hours of the return date for postal returns, and you CANNOT provide proof of posting, you will be charged replacement costs of these items. In some circumstances, you may also be expected to pay for same day return delivery if the goods are urgently required for the next booking. Any goods returned with damage or stains making it in anyway unusable or that require any repair will need to be paid for. We require events to have their own insurance to cover these replacement costs.

## **11. COPY RIGHT**

All our designs are unique and protected by copyright. Please respect us, our designs and our products.

## **12. PROOF OF POSTING**

Please obtain proof of posting when returning your goods back in any way other than the use of our prearranged courier service.

### **13. PRIVACY POLICY**

Westmorland Sheepskins do not disclose buyers' information to third parties other than when order details are processed as part of the order fulfilment.

### **14. CANCELLATION CHARGES**

Please take the time to read our cancellation charges to ensure you do not unwittingly incur any additional costs.

*Cancellation Fee Charges:*

£25 admin fee for all cancellations more than 4 weeks prior to the send out date plus:

1 month prior to send out date - 15% of invoice cost

2 weeks prior to send out date - 25% of invoice cost

1 week prior to send out date - 50% of invoice cost

72 hours prior to send out date - 75% of invoice cost