

## TERMS AND CONDITIONS

PLEASE NOTE THAT ALL ORDERS WILL ONLY BE DELIVERED ONCE THE FULL TERMS AND CONDITIONS AND QUOTE HAVE BEEN COMPLETED AND SIGNED BY THE PERSON RESPONSIBLE.

### Quotations

- Quotations are valid for the stated function date.
- A deposit/part payment of 30% is required to secure your booking (where the quote value is less than £200 a 50% deposit is required).

### Payments

- All bookings made less than 14 days in advance need to be paid in full.
- Deposits to be made via EFT, bank deposit or cheque.
- Full payment must be made 14 days prior to delivery.
- Cancellations – in the event of the unfortunate cancellation of your order the deposit will be forfeited. If the function is postponed the deposit will be retained but no penalties will be charged.

### Delivery/Collection of orders

- Delivery will be scheduled for the day before or morning of the event and pick-up will be the day after the event. Where an extension of hire is required, Pretty Settings must be notified 48 hours prior to scheduled return. Additional charges will apply for extended rentals and late returns. Please note that the extension may not be possible depending on availability.
- Delivery and collection is charged at £1.30 per mile (excluding the first 10 miles from Kirkcaldy).

### Important notes

- Breakages, burn holes, stains and the loss of hire items will be charged at a replacement cost.
- Cancellations: To cancel a confirmed booking prior to the event, a notice in writing must be received at our office, either by email or letter. To cancel a confirmed booking on the day of your event you must speak directly to Stephenie Hill by telephone (voicemail and SMS message will not be accepted). The cancellation takes effect from the date we receive your advice. Cancellation charges will be calculated as set out below and a refund, where applicable, will be made by EFT within seven days of the cancellation. Delivery charges will be refunded if already paid.
  - More than 30 days before your event date – full refund (excluding deposit)
  - Less than 30 days before your event date – 50% refund (excluding deposit)
  - Less than 7 days prior to the event date – no refund is payable.

Please return the signed terms and conditions by email or post to:

Pretty Settings  
66 Deas' Wharf  
Kirkcaldy  
Fife  
KY1 1JJ  
e: [info@prettysettings.co.uk](mailto:info@prettysettings.co.uk)

**Please sign and date below to confirm that you have read and agreed to the terms and conditions.**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_