



Terms & Conditions

The rental agreement is between Little Miss Hobnob and the customer. By placing an order, the customer agrees to the following Terms and Conditions of rental.

1. Rental Period

1.1 The rental period is for 4 days unless otherwise arranged. Should you wish to rent for longer periods please notify Little Miss Hobnob and the rental quotation can be adjusted accordingly.

2. Collection & Return of Rental Items

2.1 Items can be collected and returned to Little Miss Hobnob premises at mutually agreeable times.

2.2 When ordering please advise the dates and times that would work for collection and return of the items.

3. Condition of Goods

3.1 All rental items should be checked against the order inventory and signed for by the customer upon receipt.

3.2 It is expected that some of the patterns and gilt edges on many of the vintage items will be worn with age. This adds to the vintage charm of the pieces. Please rest assured no cracked, chipped or damaged items are rented to customers.

3.3 Goods supplied at all times remain the property of Little Miss Hobnob.

4. Payment

4.1 Prices published in the Little Miss Hobnob price list are for a rental period of up to 4 days. Little Miss Hobnob must agree to any extension in the rental period. If the customer holds onto the rental item(s) beyond the 4 day rental period without permission from Little Miss Hobnob, the customer will be charged 25% of the total order value for every additional day.

4.1 To secure an order, a booking form will be e-mailed to the customer, which needs to be completed, signed and returned to Little Miss Hobnob.

4.2 Little Miss Hobnob requires a deposit of 50% of the total rental value when an order is placed with the balance due 7 days prior to your event. This can be paid by cash or cheque.



4.3 A full refundable security deposit of \$200 is required to be paid by the customer upon the collection of the rental items. This can be paid by cash or cheque. The deposit amount will be returned to the customer upon the safe/undamaged return of the rented goods.

4.4 Upon collection of the items, the customer is required to inspect the items and acknowledge via signature that all items are in good working order. If the customer does not inspect the rental items before leaving the premises, the items are deemed to be satisfactory and damage free.

5. Cancellation

5.1 If the booking is cancelled by the customer the following charges apply:

<u>Notice given prior to delivery date</u>	<u>Charge made</u>
30 days or more	No charge
Between 10-30 days	25%
Between 5-10 days	50%
2-5 days	75%
Under 2 days	100%

6. Responsibility

6.1 The customer is responsible for the goods from the time they are collected until the time they are returned to Little Miss Hobnob. Your responsibility includes safekeeping and protection of the goods in your care. Items are not to be left at unattended premises.

6.2 Owing to the age and fragile nature of some of the china supplied by Little Miss Hobnob, it must be understood that some items are much more prone to damage than commercial-use catering crockery. Please ensure you take extra care when stacking and handling.



6.3 Little Miss Hobnob will accept no responsibility for the damage or injury caused to person, persons or product as a result of the rental arrangement. All goods are rented and the responsibility of the renter until they are returned to Little Miss Hobnob.

6.4 Goods are dispatched by Little Miss Hobnob clean and undamaged and in good working order.

6.5 Lit candles are not permitted on any furniture/props, fabric or china/ceramic rental items as the heat from the candle together with the wax may cause damage to the items.

6.6 Owing to the fragile nature of the vintage china, glass and ceramic items, Little Miss Hobnob asks that the customer does not wash these rental items before returning them. Little Miss Hobnob will wash, check and return the items to inventory ready for subsequent rentals. When repacking the items for return to Little Miss Hobnob the customer must:

- 1/ ensure all food debris and drink is carefully rinsed/wiped from the items
- 2/ use the newspaper provided and wrap 1-2 sheets around each china, ceramic, fragile item
- 3/ carefully repack the china/glass/ ceramic items into the cartons provided

6.7 If the packing materials for sending out clean items at the start of the rental agreement are used for the return of the used items, then the customer will be charged at replacement value for the packaging materials.

6.8 Should a rental item become lost or damaged during the rental period, the customer is liable for reimbursing Little Miss Hobnob for the full cost of replacement or repair of the item. Little Miss Hobnob must be notified immediately of any damage or loss of rental item(s). The replacement value will be based on the current retail value. If the replacement value exceeds the security deposit the customer will be charged the balance. Payment of the balance must be within 10 working days from the return date of the rental item(s).