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Stikland, 7530  
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### TERMS AND CONDITIONS

1. The rented equipment remains the property of A touch of Eleganz.
2. The rental period is stated on the quotation/invoice. All goods to be collected between 09:00 and 16:30 on the "date out" and returned by 12:00 on the "date in". It is the clients responsibility to check that the date out/date in dates are correct on all Quotes/Bookings/ Contract/Invoice. Please note that we are open Monday's to Friday's and that we are not open on a Saturday due to wedding set ups Our trading hours are on our website.
3. A touch of Eleganz will not be responsible for clients who fail to collect their items within our trading hours 0830-1630 .
4. All hire goods not returned at the agreed time will incur an additional rental charge. Will be charged a half daily rate for the first day and full daily rate for each day thereafter until such time the goods are returned. This cost will be deducted from the refundable deposit, if the amount exceeds the refundable deposit the client is responsible to pay the balance due within 2 days.
5. No reductions to the order will be accepted 7 calendar days prior to the hiring date.
6. Bookings will only be confirmed once the quote and terms and conditions have been signed and returned and the 50% booking fee has been received and the money is reflected in our bank account.
7. For orders over R1000 a 50% non refundable booking fee must be paid and for orders up to R1000 the full amount is due to secure the booking.
8. Full payment must be made 7 days prior to goods being released, no items will be delivered or can be collected before full payment is made Payment can be made by EFT. Cash and Debit and Credit Card payments can be made if done so in advance or if the deposit has been paid by efi balance can then be made by Cash or card.
9. Proof of payment must be emailed to [info@atochofeleganz.co.za](mailto:info@atochofeleganz.co.za). This must be an official proof of payment from the bank. Copies of SMS or just payment reference numbers supplied will not be accepted.
10. Cancellation of items or the entire order will incur a 50% cancellation fee, if cancelled within 7 days of the booking a 100% cancellation fee will apply.
11. A refundable deposit will be charged at the discretion of a Touch of Eleganz to cover shortages/damages. If payment made by EFT or Debit card this will be refunded by eft within 7 days of the hired items being returned. It is the responsibility of the hirer to supply banking details for refund. If payment made by credit card, deposit will be refunded back on the card. Cash deposit will be returned in cash.
12. Any damages/shortages will be deducted from the refundable deposit at the replacement price as indicated on the quote/booking/contract/ invoice.
13. If the damages/shortages exceed the refundable deposit the client is responsible to pay the balance owing within 2 days. Clients who do not settle their outstanding balances will be handed over to a debt collector. Clients that have been handed over are to make payments to the debt collector by the stipulated date in order to avoid legal proceedings. Clients will be responsible for all legal fees and commissions due.

- 14. We deliver/collect - delivery fee will be advised once delivery address has been supplied. Minimum delivery/collection fee is R300.00  
Delivery/Collection fees do not include a set up and/or breakdown, this can be quoted for separately on request.
- 15. Unfortunately we cannot guarantee an exact delivery time. Morning deliveries will be between 0900 and 1300 and afternoon deliveries between 1400-1600. Delivery times are subject to availability and demand and will be discussed with client prior to the delivery date.
- 16. Delivery fees for a Saturday/Sunday will be by arrangement only and will be subject to an additional overtime fee.
- 17. A Touch of Eleganz will not be held liable for any changes to the required delivery/collection dates not advised by the client.
- 18. A touch of Eleganz cannot be held responsible for any damages incurred during transport in client's own vehicle.
- 19. On delivery/collection Client must check that all items have been received and in good order and sign the issue/delivery note.
- 20. Any missing or damaged items must be advised on receipt of goods BEFORE USE by Whatsapp or SMS to 079 7722772 or emailed to info@atouchofeleganz.co.za. Issues advised only on return of items and after use will not be accepted.
- 21. Items must be returned by client or ready for collection in the same place and manner in which they were delivered and in the packaging that was supplied. Should items not be packed and ready for collection in the packaging supplied a breakdown fee will be charged. Tiffany chairs must be stacked and cushions removed from the chairs and packed in the bags supplied. Supplied packaging that is not returned will be charged for.
- 22. Any goods lost, stolen or damaged beyond repair will be charged at the replacement cost as indicated on the quotation/invoice.
- 23. All items must be stored in a safe and dry location when not in use.
- 24. Flower petals/stainable products are not allowed to be used on carpets or linen
- 25. All crockery/cutlery/glassware & similar goods must be washed before returned, failing which a wash up fee will be charged
- 26. Linen and other such goods must be returned dry but must not be washed prior to return.  
Candles must not be placed directly on to any tablecloths or runners and must be placed on a table mirror or in a candleholder. If excessive wax is present the refundable deposit will not be returned until the cloths have been laundered and checked for removal of stains. Should an additional wash be required clients will be charged a washing fee. Non removable stains or burns will result in the full replacement cost being charged.
- 27. Electrical goods must not be cleaned prior to return.
- 28. A touch of Eleganz will require full name, copy of id, telephone number and physical address to enable booking.
- 29. These terms and conditions are binding upon payment.

**I accept the Terms and conditions of A Touch of Eleganz**

Name (please print) ..... ID No .....

Signed ..... Date .....