

TERMS & CONDITIONS

- Prices charged are the prices current at the date of hire.
- The prices in our brochure are current at the time of printing and cover a delivery day, hire day, and collection day. Items required for longer will be charged for as extra hire days.
- There is **NO V.A.T.** to be added to prices.
- Orders with no discounts, which exceed £250 in a 15-mile radius, are delivered free.
- Long hire prices with discounts are available on request.
- All reserved orders must be finalised 14 days prior to hire date.
- All order must be confirmed by the hirer with a deposit of £50% of the hire costs.
- Delivery and collection charges cover one delivery and one collection. **Any extra delivery or collections will be charged for.** Our delivery service is from door to door and based on our driver having unencumbered access to a convenient ground floor location. An extra charge may be made if hired items have to be carried over any distance.
- Deliveries to third parties or unoccupied premises are made entirely at the hirer's risk.
- All items, including containers are the responsibility of the hirer.
- All items must be returned clean unless a return dirty charge has been paid for.
- All heavily soiled items including linen will incur an additional heavy soil charge.
- It is the hirer's responsibility to notify 'Cocks' of any order discrepancies immediately.
- The failure of goods to be ready and accessible at the agreed time for collection will result in additional hire charges.
- It is the hirer's responsibility to ensure all items are present and ready for immediate loading at the arranged collection time.
- Substitute items will not be accepted as replacement for missing items.
- Orders are not counted on site.
- Any clearance undertaken by our drivers will be charged for at £25.00 per hr.
- All items remain the property of **Cocks Catering Equipment Hire**
- All order details must be checked by the hirer
- Cocks will not accept responsibility for any errors in the details contained on your order.

Payments

- All orders being paid by cheque are strictly payment on delivery plus a separate deposit cheque of £100 against loss and damage.
- All orders being paid by bank transfer must be made the day prior to delivery plus £100 deposit cheque.
- All damage is charged at replacement costs.
- Account customers are required to settle within 14 days of hire date. In the event of default of payment, the hirer will be required to pay all costs incurred in respect of recovery, outside agency fees, bank charges, solicitor's fees and any other legal fees.
- Interest will be added to all overdue payments @ 8%.

Privacy Policy

- "Cocks" does not share or forward personal information received with any other organisation.
- We will from time to time send updated information.
- Your rights will be protected in line with the data protection act.