

TERMS & CONDITIONS

General Terms

- All equipment hired remains the property of 'Crocks Catering Equipment Hire'.
- 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.
- Long hire prices with discounts are available on request.
- There is **NO V.A.T.** to be added to prices.
- Orders with no discounts, which exceed £300 in a 15-mile radius, are delivered free.
- All reserved orders must be finalised 10 days prior to hire date.
- All orders must be confirmed by the hirer with a deposit of £50% of the invoice total.
- Crocks will not accept responsibility for any errors in the details contained on your confirmed order.
- All items, including containers are the responsibility of the hirer and will be charged for if returned damaged.
- All items must be returned clean unless a return dirty charge has been paid for.
- Crocks does not accept liability for any damage or injury incurred during the hirer's period of use.

Delivery and Collection

- Delivery and collection charges cover one delivery and one collection only. **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.
- Adequate unobstructed delivery and collection access must be provided by the hirer.
- Items will not be carried over any distance.
- Deliveries to third parties or unoccupied premises are made entirely at the hirer's risk.
- The hirer is responsible for the security and safe use of all hire equipment.
- 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.
- Crocks count is final
- Any clearance undertaken by our drivers will be charged for at £25.00 per hr.
- All items, including containers are the responsibility of the hirer and will be charged for if returned damaged.
- All items must be returned clean unless a return dirty charge has been paid for.
- All heavily soiled items will incur an additional heavy soil charge.

- Linen must be returned dry and free of all debris. Damp and heavily soiled cloths will rapidly cause mildew and will be charged for at replacement cost.
- Linen holed by staples or fasteners of any kind will be charged for at replacement cost.
- No refund will be issued for unused items.

Payments

- All payments being made by cheque must have order reference applied and be received 7 days prior to delivery. One cheque will be required for invoice balance plus a separate deposit cheque of £100 against loss and damage. Deliveries will not be made unless cheques have been cleared through the banking system.
- All payments being made by bank transfer must be made no less than 48 hours prior to delivery using order number as reference and must include £100 loss and damage deposit. Any balance will be refunded after order has been returned and signed off.
- 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 @ 2% per day above base rate.

Privacy Policy

- Crocks 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.