

BBQ PARTY HIRE - AGREEMENT TO HIRE

All items are to be returned clean and dry, unless the cleaning service has been pre-booked. Unused hired items cannot be refunded. Please do not ask, as refusal may offend.

We are unable to offer terms of credit. Unpaid orders will not be delivered or dispatched.

THE EQUIPMENT SUPPLIED FOR HIRE REMAINS THE PROPERTY OF THE OWNER, BEING DOTMALL PTY LTD (TRADING AS BBQ PARTY HIRE):

All goods/hire items are not covered by insurance and full responsibility is with the Hirer. All items/hired goods are to be used for their designed purpose only. BBQ Party Hire accepts no responsibility or liability for damage to property or persons from the use of hire equipment once it has left our place of business.

YOU ARE RESPONSIBLE FOR CHECKING THE ITEMS WHEN COLLECTING or UPON DELIVERY:

All equipment is checked, counted, and cleaned prior to delivery or collection from our premises (13/30 Erindale Rd, Balcatta). You **MUST** notify the owner of any discrepancy, breakage, missing, or dissatisfaction within 12 hours of receiving the equipment. We are contactable 24/7 by email bbqpartyhire@dotmall.com.au. Any complaints received after this period will not be entered into, and Dotmall Pty Ltd reserves the right to charge the full cost of the hire should this condition not be met. The Hirer acknowledges that they are aware of the proper use for which the goods are designed, have inspected the goods, and agree the goods are in clean condition, good working order, and fit for the purpose. If upon return to the owner's premises, or upon collection, the hired goods are found to be unclear, damaged, missing, not in the same conditions as delivered/collected, or not in good working order then the Hirer shall pay the Owner the full expense and costs incurred in order to return the goods to clean, working condition or full replacement costs where repair is not possible, or replacement is required.

"COLLECT" from our store:

The Hirer is to arrange pickup, safe and secure loading, and transport from the Owners premises. Ropes, tie downs, and drop sheets are to be used to protect the goods during transit and to ensure secure transport. These must be provided by the Hirer. The Owner reserves the right to refuse collection of the items if these conditions are not met, and if the mode of transport is unclear, or likely to cause damage to the Owners goods.

"DELIVERY" and "PICKUP" by BBQ Party Hire:

A safe, dry, and secure storage area must be provided for the goods to be left and the Hirer or nominated person must sign for receipt and responsibility of the goods. Goods will not be delivered/left at an unattended site. Delivery includes unloading the goods to a nearby designated area and, where stipulated, includes setup. Should the goods need to be carried upstairs or for distances further than 15m from the delivery parking area, additional costs will apply. In the instance the Hirer does not advise of the extended delivery requirements, the Owner reserves the right to apply a second full delivery rate to the total charge. A designated collection time/place is to be advised and agreed upon by both parties (Owner and Hirer). **If the goods are not ready to be collected (packed, clean, accessible) as per the arrangement, an additional charge of \$45 per hour or part thereof, to cover labour and holdup costs will be applied to your invoice.**

BOND IS COMPULSORY FOR ALL HIRES: Credit Card

By providing your credit card details, you (the hirer) authorise us to retain your credit card details on file and charge this card with the amount shown on the relevant invoice for any charges relating to breakage, loss, repair, or additional cleaning if not paid by other means within 7 days of the relevant invoice being issued. Credit card surcharges will apply to this transaction. If you do not wish for your credit card details to be retained on file or used for the purpose of payment, you must notify us in writing prior to receiving your hired items.

Cash

If a credit card is not available, a \$500 Cash Bond will be included on your invoice for full payment prior to dispatch. Refund of the bond is at the Owners discretion. Refund is by bank transfer within 7 days of the end of hire, or by online refund, or by cash in the instance the owner can do so at the time. Upon return to our premises, should any item be found to be unclear, missing, damaged, or require replacement then the Hirer will forfeit the bond to the Owner. In addition to the Bond, the owner will invoice the hirer for any charges relating to breakage, loss, repair, or additional cleaning of the item/s should the bond not cover related items.

HIRE PERIOD IS 4 DAYS or 3 Days:

The 4 day hire period includes day of collection/delivery and day of return. That is: Collect/receive Friday and return by Monday 5pm.

The 3 day hire period includes day of collection/delivery and day of return. That is: Collect/receive Tuesday and return by Thursday 5pm.

Unless other arrangements have been made and agreed upon which will be confirmed on your booking invoice. Overdue returns will incur the full hire charge per day received late, up to and including the day of return. Extended hire is available, and extended hire rates are available upon request.

ALL BOOKINGS REQUIRE A 20% DEPOSIT TO CONFIRM:

If the deposit is not paid within 7 days of the hire date, we do not guarantee the availability of the requested items. Bookings are confirmed by email or phone. Deposits can be paid by cash, credit card, eftpos, or bank transfer.

CANCELLATION POLICY:

Request to cancel must be received in writing (email) and will be confirmed by return email.

Full cancellation within 14 days of hire = 20% deposit is non-refundable.

Full cancellation within 7 days of hire = 50% of the total hire cost is payable.

Changes within 7 days = Changes and/or removal of items incur 50% of the item hire cost.

Failure to collect at confirmed date/time = Full amount payable.

The above charges will be made to the credit card you provide as Bond, unless otherwise arranged.

This applies to orders made within the 14 and 7 day timeframe.

The BBQ Party Hire Cancellation policy is STRICTLY ADHERED TO.

BOND: I (The Hirer) am the lawful owner of this credit card and provide this card as Bond for my hire:

Name as shown on the Card:

Card #:

Expiry:

CVC:

Visa/MC:

Do you authorise Dotmall to process the final payment from this card? Yes

DECLARATION: I (the Hirer) have read and unconditionally accept the above terms and conditions of hire, and sign with full understanding of the agreement being entered into:

Print Name:

Date:

Signature:

* Upon completion of your hire (including time required to clear payment of any breakage/replacement arising from the hire) this Agreement is destroyed.
(Office Use: Cash Bond Held?)

INV#

**** No Agreement – No Hire**