



SPOONSHINE GLASS / CUTLERY POLISHER RENTAL CONTRACT TERMS & CONDITIONS

By adding one of the below rental products to your basket and completing the online check-out process via our website (www.spoonshine.co.uk) you are agreeing to the following terms and conditions. Please ensure that you have read these in full and understood them before placing your order and making payment, you will be asked to confirm this before you check out:

3 MONTH TERM

Once payment for your order has been made, your order has been processed and delivery confirmed in writing by a member of the Spoonshine team it cannot be cancelled.

The rental contract includes the following:

- Installation of your chosen equipment and staff training by one of our engineers
- 2 x Fills of polishing granulate
- Rapid response to trouble calls – first time fix
- Full telephone support
- Collection of the equipment at the end of your term

You may return the equipment before your 3 month rental term has expired but no refund will be available for the balance remaining or any applicable delivery charges.

6 MONTH TERM

Once payment for your order has been made, your order has been processed and delivery confirmed in writing by a member of the Spoonshine team it cannot be cancelled.

The rental contract includes the following:

- Installation of your chosen equipment and staff training by one of our engineers
- 4 x Fills of polishing granulate
- Rapid response to trouble calls – first time fix
- Full telephone support
- Collection of the equipment at the end of your term

You may return the equipment before your 6 month rental term has expired but no refund will be available for the balance remaining or any applicable delivery charges.

9 MONTHS+

Once payment for your order has been made, your order has been processed and delivery confirmed in writing by a member of the Spoonshine team it cannot be cancelled.

The rental contract includes the following:

- Delivery, installation & staff training by one of our engineers



- Regular, on-site preventative maintenance visits – approx. quarterly
- Rapid response to trouble calls – first time fix
- Parts & labour
- Polishing granulate – next working day delivery for orders placed by 12.00
- Full telephone support

Subsequent invoices for rental will be sent monthly, on the first of each month, by email, payment is required within 30 days of this date.

Should your rental contract start part way through a month, an invoice for the balance of the following month will be sent separately.

Notice to terminate your rental agreement can be given from the start of your seventh contracted month, there is a three month notice period.

Notice will only be accepted in hard copy, we do not accept notice by email. Notice must be on letter headed paper and signed by a Director or Manager with the authority to do so.

Your notice period will start from the date we receive your letter of notice and we will arrange to collect the equipment as soon after the notice period terminates as we are able.

You may return the equipment before the notice period terminates but the full notice period will still be chargeable – please confirm your acceptance of this term in your letter of notice.

Preventative maintenance visits will not be scheduled during your notice period, polishing granulate and response to trouble calls will still be provided upon request.

You reserve the right to cancel your notice period should you wish to retain the equipment. A further three months' notice will again be required should you wish to cancel the contract after voiding the original notice notification.

Please send your notice to the following address:

Precision Hygiene Ltd
Unit 4, Millwood Business Park
Collect Way
Newton Abbot
TQ12 4PH

A final invoice for your notice period will be sent when the notice period is activated, once payment has been received for the notice period and any and all outstanding invoices the equipment will be collected, your contract terminated and your account will be closed.