



## Policy

### **METHODS OF PAYMENT**

We accept a cleared cheque, cash or direct payment made payable to Designer Chair Covers To Go . A 50% deposit is due at the time of rental reservation. The remaining 50% should be paid no later than four weeks prior to event date.

Cheques are posted to 8 Dainford Close, Bromley, Kent, BR1 5QS

### **ORDER CANCELLATIONS**

The client may cancel the order at anytime for any reason FROM THE DATE OF THE ORDER UP TO forty (40) BUSINESS DAYS BEFORE THE EVENT DATE. HOWEVEVER, Designer Chair Covers To Go shall be entitled to retain a £50 processing fee. The remaining deposit amount shall be refunded. Cancellation of the client's order with less than 40 days remaining to event date will result in forfeiture of the entire 50% deposit made at the time of reservation. In the event of postponement, the deposit, minus any non-transferable out-of-pocket expenditures incurred at the time notice of postponement is received shall be applied to the rescheduled event, provided that the event is rescheduled to a date within 180 days from the date on which the event was originally scheduled, and provided that the date is available and approved by Designer Chair Covers To Go Inc. Notice of cancellation, or postponement must be made in writing.

### **LOST OR DAMAGED & REPLACEMENT COST**

All chair covers & sashes must be returned in the same quantity and condition that the renter received them in, which means no tears, rips, stains, or holes. Full replacement cost will apply to any chair cover or sash that Designer Chair Covers To Go deems unsuitable or missing upon return of the order. Sashes must be untied when returned. Failure to do so will result in a fee of £0.25 per tied sash. Chair covers will be charged a replacement fee of £10.00 each, sashes will be charged a replacement fee of £3.00 each. Replacement costs will be the responsibility of the client. As a result of any lost merchandise, the client forfeits their right to any refunds or reimbursements. The client will also be billed for any excessive cleaning that is needed upon return of the rental items. The decision for replacement, repair costs, cleaning fees is at the discretion of Designer Chair Covers To Go. Replacement costs will be charged to the client.

### **LATE RETURN FEES**

Because our company rents chair covers to other customers, it is vital that the order be postmarked the next business day after the event and received in our warehouse no later than the specified date on this agreement. Designer Chair Covers To Go needs enough time for the customer's order to be returned, laundered, and sent out to the next renter. A late return fee equal to fifteen percent (15%) of the client's total rental order will be charged each day that the client's rental is late. After five days late, client will be charged at full replacement cost regardless if rental items are returned to Designer Chair Covers To Go after such time. Please use the label that Designer Chair Covers To Go provides for your return as we use it to track the return of your order! If you must use a non-Designer Chair Covers To Go return label for any reason, please call us with the new tracking number and pickup number that was given to you by the new shipper. If our receiving department is unable to confirm the return of your order, you will be billed for replacement charges.

## **SET UP**

When a set up is requested at an event, Designer Chair Covers To Go is responsible for delivering and picking up the chair covers. Because we arrive to do the set up 2-3 hours before the event begins, the client is not required to be present to sign for the delivery or the pickup. Client agrees to waive this right when placing an order. Please call us to make this request. Additional charges may apply. Depending on the quantity of the order, we request a 2-3 hour window before the event begins to allow enough time to complete the set up. Designer Chair Covers To Go will disassemble and pick up the chair covers after the event time ends.

## **RETURN OF RENTAL ITEMS**

Designer Chair Covers To Go will collect the chair covers after your event

## **REFUNDS**

The amounts on the proposal are based on the total order as outlined. Any changes, additions or deletions of individual line items may affect the total cost of the event. Designer Chair Covers To Go will refund client for excess charges only when the following takes place: 1) after all final changes have been made to the order, preferably 2 weeks prior to the event, 2) after the final payment has been received, and 3) the final invoice reflects a credit due to client's changes to the line items. All prices listed are valid for 30 days from the date of proposal. If for any reason a refund has been approved, Designer Chair Covers To Go will submit it within 30 days. No refunds will be given for late fees or replacement cost for any reason. Designer Chair Covers To Go will use its discretion in regards to refunds concerning used products.

## **DISCLAIMER OF WARRANTIES**

DESIGNER CHAIR COVERS TO GO DISCLAIMS ALL WARRANTIES IN CONNECTION WITH THE EQUIPMENT, EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING WITHOUT LIMITATION DESCRIPTION, QUALITY, DESIGN, PERFORMANCE, SPECIFICATIONS, CONDITION, MERCHANTABILITY, AND FITNESS FOR ANY PARTICULAR PURPOSE, EXCEPT AS EXPRESSLY SET FORTH IN THIS CONTRACT.

Designer Chair Covers To Go further disclaims any liability for loss, damage, or injury to lessee or third parties as a result of any defects, latent or otherwise, in the equipment whether arising from Designer Chair Covers To Go, negligence or application of the laws or strict liability. The products/equipment covered in this contract have been leased/rented by the client "AS IS" AND "WITH ALL FAULTS", and client (lessee) acknowledges that no warranties or merchantability or fitness for any particular purpose are to be implied in this transaction. If the product becomes unsafe or in disrepair during the term of this contract, client (lessee) agrees to discontinue use and notify Designer Chair Covers To Go immediately. Designer Chair Covers To Go will then attempt to replace product with similar product within reasonable time if similar product is available at the time Designer Chair Covers To Go received notice of said condition. Designer Chair Covers To Go will not be held responsible for any colour variations due to the manufactures dilates in fabric or style of rental products. Designer Chair Covers To Go will not be held responsible for any colours and fabrics that do not match properly.

## **Legal Fees**

In the event either party files any legal action or suit to compel the performance of any part of this Contract, or to seek an interpretation of any Contract terms, the prevailing party shall be entitled. In addition to costs to reasonable attorney fees as determined by a court of competent jurisdiction

## **INDEMNITY**

The client (lessee) shall indemnify Designer Chair Covers To Go against and hold Designer Chair Covers To Go harmless against any and all claims, actions, suits, proceedings, costs, expenses, damages and liabilities, including reasonable attorney's fees and costs, arising out of, connected with, or resulting from the Contract and/or the client's use of the rental products. Including without limitation the manufacturer, selection, delivery, possession, use, operation, injury or return of the rental products.

## MISCELLANEOUS PROVISIONS

Damages: Designer Chair Covers To Go is not responsible for any incidental or consequential damages caused by delays beyond Designer Chair Covers To Go's control and no refunds will be given due to but not limited to delivery delays or errors made by the courier/delivery service.

Entire agreement/Modification: This contract contains the entire agreement between Designer Chair Covers To Go (lessor) and the client (lessee). No modifications of this contract shall be effective unless in writing and signed by both parties and witnessed.

Weather Conditions: Designer Chair Covers To Go is not responsible for acts of God. No refunds are given due to inclement or hazardous weather conditions or unused products. The terms of this contract between client and Designer Chair Covers To Go remain valid and in effect for all changes (i.e. addition, deletion, or any changes to the order).

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Signature

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Date

\*By signing this proposal, I hereby accept all terms and conditions as outlined above, even if not initialed.\*

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Signature

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Date

Designer Chair Covers To Go Advisor

**No orders will be processed or delivered without the signed contract by  
Designer Chair Covers To Go  
Designer Chair Covers To Go.com**

