



Terms and Conditions

1. Equipment

- a. The equipment on hire shall remain the absolute property of Pufferfish Productions (hereafter referred to as "the Company")
- b. All equipment is checked prior to dispatch. It is the responsibility of the hirer to check upon receipt of the equipment that it is in good working order and in undamaged condition. The Company will not be responsible for any defects or deficiencies in the equipment unless notification has been made in writing upon receipt of the equipment. The Company will strive to resolve any issues found with the equipment throughout its hired period however, the earlier an issue is brought to the attention of the Company the greater the chance of a favourable resolution.
- c. Unless a specific purpose has been stated and advised on in writing, the Company does not warrant that the equipment is suitable for the particular or any purpose for which it is or may be required.
- d. The Hirer shall not assign transfer or otherwise part with possession of the equipment during the period of hire without prior written consent of the Company.
- e. The Hirer shall not permit the equipment to be used for any abnormal or hazardous assignments without the prior written consent of the Company.

2. Loss or Damage to Equipment

- a. The Hirer shall be responsible for the safe keeping of the equipment throughout the hire period and shall be liable to the Company for all loss of or damage to the equipment howsoever caused.
- b. The Hirer shall be required to repackage the equipment as delivered for return to the Company and as per the enclosed packing instructions. The Hirer shall be liable to the Company for all loss of or damage to the equipment in transit resulting from failure to repackage as per these instructions.
- c. The Hirer shall not carry out or attempt to carry out any repairs to damaged equipment without the prior written authority of the Company.
- d. Where equipment is returned with missing components, the Hirer shall pay the equipment hire charge until either those components are returned to the Company premises or the cost of said components is paid in full by the Hirer.

Signature.....

3. Cancellation

a. In respect of any order cancelled by the Hirer within 48 hours of the date of dispatch of the order, the Hirer shall be liable to pay to the Company a cancellation charge up to but not exceeding half the agreed hire charge. If the order is cancelled by the Hirer within 24 hours of the dispatch date, the Hirer shall be liable to pay to the Company a cancellation charge up to but not exceeding the agreed hire charge. Cancellations made 7 days prior to the dispatch date will be accommodated with a full refund of any monies made. By accepting delivery of the equipment ordered, defects or deficiencies notwithstanding, the customer agrees to pay the hire and any courier charges for said equipment.

4. The ordering process

a. A non-binding reservation (applicable to both parties involved) can be made via email or by phone. If contact is not made within 7 days prior to the proposed dispatch date, the Company withholds the right to cancel the order.

b. The Hirer will be required to confirm the order in writing. Proof of identification and these Terms and Conditions, signed by the Hirer, must be sent before any order will be dispatched. In the event of all paperwork not being available at the time of dispatch and the Company is unable to contact the Hirer, the reservation will be cancelled and the full cancellation charge will apply.

c. To ensure the equipment arrives on the chosen date of hire, where possible the Company shall dispatch all orders to arrive the day before the chosen date of hire. In the event of courier misrouting or error, the Company will endeavour to deliver the equipment before 9.30am on the chosen date of hire. Any times quoted for delivery by the Company are to be treated as an estimate, and the Hirer acknowledges that delivery may be postponed due to circumstances outside the direct control of the Company. In such event, the Company shall not be liable for any damages or penalty.

5. Payment

a. Payment of any monies payable to the Company in respect of any agreement between the Hirer and the Company shall be made to the Company before any equipment is dispatched.

6. Indemnity

a. The Hirer shall at all times fully indemnify the Company, its employees, servants and agents against all actions, costs, claims, demands, proceedings or liabilities arising from or in conjunction with equipment, materials or any other services supplied to the Hirer by the Company.

I, as the Hirer, hereby agree to the above conditions for this and any future hire transactions

Full Name (please print)

Full Signature

Dated