

DIY HIRE TERMS and CONDITIONS

Pricing on our quotes, bookings and invoices are valid for 7 days. All items are subject to availability, until booking is confirmed with initial payments. No tentative bookings are held, unless especially arranged with written consent from both parties.

Hire Charges and Other Fees

All pricing quoted is inclusive of GST and is based on a 3-day hire period. A 40% non-refundable initial payment is required to confirm your booking. Full payment is then due 7 days prior to collection date.

It is the customer/hirer's responsibility to check that the date & all items clearly stated on the invoice/booking form are correct. Each booking is subject to a 10% packing and manual handling fee (with a minimum of \$15 applicable). Each booking is also subject to a bond security of credit card details (cash bond available on request).

As a condition of booking, we may require Government Issued PhotoID, such as passport/drivers' licence. This will be stored securely.

Condition

All items are hired and such reasonable consideration must be taken into, in regard for general wear and tear (items are not always new). We thoroughly monitor quality and action any maintenance required. Therefore, whilst we aim to provide all items in the best possible condition, please advise upon collection if you're not happy with the condition of any item/s, and we will aim to rectify the matter upon collection, subject to stock availability and/or alternative options may be provided (no refunds provided). Otherwise, taking the item/s, is acceptance of their condition and suitability, as is.

Customer Collection & Return

Customer collections must be completed in a single trip. Our DIY operating hours are Tuesday, Thursday & Friday between the hours of 10am – 2pm from our warehouse at Unit 2, 645 Pine Ridge Road, Biggera Waters QLD, 4216. Date and time must be confirmed through our office prior to arrival, 3 business days prior. Late returns will be charged at daily rates and deducted from the bond security.

When collecting and returning items, it is the customer's responsibility to ensure they have an appropriate vehicle and packing materials. To reduce the risks of any damage to our products and your vehicle, please ensure you have ropes/tie downs and blankets. If you do not have straps/ropes and adequate protection, we reserve the right to decline the collection, and no refunds will be provided as all items were booked exclusively for your event.

It is the customer's responsibility to load their vehicle upon collection and unload at the time of return. Although we are happy to help, please be aware that staff may not be able to assist in loading and unloading your hired items into your vehicle. If you are unable to load the vehicle yourself, please ensure you bring assistance.

Cleaning

All items are to be returned in their original packaging, undamaged and in a clean condition (ready for "re-use condition", although we do disinfect), to ensure refund of your bond in full. Glassware and plates are to be washed and cleaned, prior to return. Glassware is safe to be used in the dishwasher, with the exclusion of harsh chemicals. ALL CHARGER PLATES must be handwashed only. Unwashed/dirty items that require additional cleaning upon return to our warehouse will incur additional charges that will be deducted from the bond security.

Damages

The Hirer is responsible for ensuring the hired item/s are stored and used in a safe and secure location during the hire period (and take into consideration weather elements – rain, wind, sun damage etc). The hirer will not remove or deface Style onQ's ownership label on items. The hirer accepts full responsibility of any damage caused during the hire period and as such, accepts responsibility for any fees involved for repair/replacement costs. All breakages and losses will be charged per item at replacement value and deducted from the bond security or charged to the credit card provided. In the case where there is a breakage/damage/shortage to an item/s which exceeds the amount of the bond paid, the customer will be liable and invoiced the difference.

Cancellations and Refunds

All payments made are non-refundable including but not limited to a reduction in numbers required.

In the event of a date change, the initial payment may be transferred at Style onQ's discretion, providing adequate notice has been given, however a \$45 administration fee will apply.

A 10% reduction in numbers is permitted at time of final payment. In instances where final numbers reduce by more than 10%, Style onQ would retain the 40% deposit portion of the items cancelled exceeding the 10% allowance. Furthermore, any increase in items required will be subject to availability at time of request and charged accordingly.

By proceeding with bookings (acceptance and/or any payments made) customers understand and agree to terms and conditions documented above.