

## **GENERAL INFORMATION ON HIRING EQUIPMENT.**

### **PRIVATE INDIVIDUALS:**

First time customers have to complete our customer information form and sign our General Conditions of Hire. We also require a copy of the customer's ID book.

ALL first time customers pay a once-off fee for the following:

- a) R11-70 charged for ID verification.
- b) R17-50 for online address verification.

Should the customer wish to not pay these fees, the customer then have to come to our offices with his/her original South African Identity book and original electricity account.

### **COMPANIES / BUSINESSES:**

Should the order be for a business, the company reg. no. and VAT Reg. No. will be required. Please request the necessary forms to be forwarded to you upon acceptance of the quotation. **Should the business not be VAT registered, we will require the identity document of the owner of the business.**

### **GENERAL:**

The refundable deposit (50% of your total hire amount with a minimum of R500-00) must be paid upon booking. **No orders will be reserved without the deposit.** The deposit is additional and refundable upon the return of the goods with no damages. Should there be any shortages or damages upon return, the replacement value of the damaged goods or shortages will be deducted from the deposit amount, and the balance will be repaid in the same manner as it was paid in the first place **(if the customer paid by card, the refund will be paid by card refund or EFT, if the customer paid cash, we will refund the deposit in cash. No cash refunds will be paid if the customer paid by card or EFT).** If the shortages amount exceeds the deposit amount, the difference have to be settled by the customer immediately, unless otherwise arranged with management.

**All deposits paid to secure orders, will be forfeited in the case of cancellation, to accommodate expenses incurred by Florida Hiring, to prepare such order.**

**NO CANCELLATION WILL BE ACCEPTED LESS THAN 7 DAYS PRIOR TO THE FUNCTION DATE**

All outstanding monies on the order must be paid on the day the goods are collected from our premises. In case of us delivering the goods, the full outstanding amount must be paid the day **BEFORE** delivery.

### **DELIVERIES:**

Deliveries are charged for according to distance travelled, with a minimum fee of R240-00. Please supply your delivery address for a quotation on delivery and collection.

Deliveries for weekend functions are done on Friday between 08h00 and 16h00, and collected again on Monday between 08h00 and 16h00. If you are using a venue, please check with them that they have sufficient storage for the goods for this period, as well as that they will be available for collection on the Monday, as some venues do not open on Mondays. In this case, prior arrangements have to be made with us to collect the goods on the Tuesday. Delivery & collection times will be confirmed on the day of delivery or collection by sms.

Deliveries are made to ground floor level **ONLY**. We do not deliver goods **INSIDE** homes, as we will not accept any responsibility should anything disappear or break during delivery. Customers have to provide an **EASILY ACCESSIBLE** area where goods can be delivered. An indemnity form has to be signed for all deliveries.

If you are collecting the goods from our premises, it can be collected on Friday between 08h00 and 1600, and returned again on Monday between 08h00 and 16h00. In case of mid-week functions, goods can be collected the day before the function, and returned the day after the function between 08h00 and 16h00.

It is the customer's responsibility to check all goods received for shortages or damages **BEFORE** the goods leave our premises, or in the case of us delivering, **BEFORE** our vehicle leaves the delivery address. We will not accept responsibility for any shortages / damages of goods if the order was not checked by the customer. All goods must be returned clean, except for linen.

**PLEASE ENSURE YOU READ THE GENERAL CONDITIONS BEFORE SIGNING**

### **OFFICE HOURS:**

Monday – Friday	08h00 till 17h00
Saturday	08h00 till 13h00
Sunday & Public Holidays	CLOSED