



TERMS & CONDITIONS

These Terms and Conditions apply to orders placed online, in person, by email or over the telephone. These Terms and Conditions may be subject to change from time to time. Updated terms and conditions will be available upon request via email or via our website.

Our Collection

All our hire items are mix and match; therefore we cannot guarantee specific colours or sizes. We will, however, discuss any colours, theme or preferences with you and aim to supply the most appropriate items.

A Touch of Vintage will ensure that all hire items are in good vintage condition with no chips or cracks. However, due to the age and fragile nature of our tableware, patterns and gilt can be expected to show signs of wear.

Period of Hire

The normal hire period for tableware and accessories from A Touch of Vintage is 3 days. Any extension to the hire period must be agreed in advance with A Touch of Vintage and specified in the new rental agreement. Extra charges may apply. Unauthorised extensions to the rental period will be charged at the current rates plus a daily £20 penalty.

The hire period finishes when the goods are returned by the Renter or collected by A Touch of Vintage. For the avoidance of doubt, goods returned by a 3rd party such as by post or courier are not counted as returned until A Touch of Vintage has signed for them.

Booking

A Touch of Vintage will issue the Renter with a booking form detailing the order, all relevant surcharges, and a copy of our Terms and Conditions to sign. The signed forms can be returned to A Touch of Vintage by email or post along with the booking deposit. Once the booking form, signed copy of T&Cs and booking deposit has been received, the booking will be confirmed. The Renter will be issued with an invoice (confirming receipt of deposit) detailing the outstanding balance.

Amendments to your order can be made up to one full week before the delivery/collection date. Please note this is dependent on stock levels at the time.

Deposit

When an order is placed with A Touch of Vintage the Renter will be asked to secure it with a 50% booking deposit of the value of your total order. This is payable via bank transfer or cheque.

A refundable damage deposit of 50% of the total hire amount or £100 (whichever is greater) will also be charged to cover any loss or damage (item broken, chipped, cracked). The damage deposit is payable at the same time as the final balance but with a separate cheque. The damage deposit cheque will not be cashed and will be returned once all items have been checked for loss or damage. The Renter will be informed within a maximum of 48 hours if there is any damage, missing or substituted items. Loss and/or damage to the hire items will be charged as per the replacement price list and deducted accordingly from the damage deposit.

Terms of Payment

The balance is payable no later than 28 days prior to the date of delivery. This is payable via bank transfer or cheque. The order will not be dispatched to the Renter unless payment has been received by A Touch of Vintage.

Delivery and Collection

Delivery and collection to and from the agreed event location is free within 5 miles of Tonbridge, Kent based on a minimum order of £200.00. Delivery and collections outside this area will be charged at 0.65p per mile based on a minimum order of £200.00. If a Renter wishes to have goods delivered / collected within London Congestion Charge zone the charges will be billed at the prevailing rate. If parking charges are incurred by our delivery / collection vehicle these will be retrospectively deducted from the deposit.

Times of delivery and collection will be agreed when the final balance is paid but may be subject to change due to unforeseen delays (e.g. traffic, incorrect information given, Renter/appointed contact not being available to sign for items). We will of course endeavour to keep these to an absolute minimum.

To avoid any delivery or collection charges, the Renter is welcome to collect and return hire items from the address stipulated at the time of booking by prior appointment.

Condition of Goods

All hire items will arrive with an inventory. When hire items are delivered to the Renter, the Renter is responsible for inspecting the goods, checking against the inventory and signing a delivery note to indicate there are no discrepancies or damage. In the event of any shortage or damage, the Renter shall note this on the delivery note at the time of collection or delivery. If the Renter fails to do this, the goods will be deemed to have been collected /delivered in a clean and undamaged condition.

If there is no one available to check the items, again the items will be deemed to have been collected/delivered in a clean and undamaged condition. Unfortunately no discrepancies or faults will be accepted unless notified within 24 hours of delivery.

The Renter is responsible for the safe keeping of all hire items and packaging from the time they are delivered or collected, until all hire items are collected or returned. We ask the Renter not to wash or clean any of the items after use unless absolutely necessary; cleaning costs are incorporated into the hire fees.

Cleaning, Care and Packing of Tableware

All goods supplied by A Touch of Vintage are clean and ready to use.

All booking are subject to a 20% washing up fee. However, should the Renter need to clean any hire items during the hire period please be aware that vintage tableware is much more fragile than commercial catering tableware. Items must be hand washed, using a mild washing up liquid and soft cloth. Hire items must not be put in the oven, dishwasher or microwave. It is the Renters responsibility to inform caterers / venue of this to ensure minimal breakages.

All hire items will be carefully packed to eliminate risk of breakages. Packaging materials must be retained.

Before repacking for collection, all food remnants must be rinsed from the china and all liquids poured away from teapots, jugs, cups and glasses. Please take extra care when handling, stacking and repacking the tableware. Glassware must NOT be stacked.

All hire items should be repacked for collection in the same way they were deliver, placed back into their original boxes and ready for collection at the time, date and venue agreed. If A Touch of Vintage feels the tableware is not safe for transit and has to re-pack the tableware, this will incur additional charges. This will be charged at 10% of the total cost of hire. Please make sure packing materials are placed between items as necessary. All packaging boxes must be returned to us – any missing boxes will be charged at full replacement cost.

Loss or Damage

A replacement price list will be supplied at the time of booking. The Renter is responsible for any loss or damage to the hire items until they have been checked back in by a member of our team. Any known loss or damage should be reported at the point of return. If there is any loss or damage upon return of your order, each item will be deducted from the damage deposit according to the replacement price list. Crockery and glassware returned chipped will be charged as damaged.

We will inform the Renter within 48 hours of return of any loss or damage charges that might be applicable. The refundable damage deposit will be returned 7 days after the event less any damage costs. If the loss or damage to hire items exceeds the damage deposit, the Renter will be invoiced for any extra costs. Payment of the additional invoice will be required within 5 working days.

We kindly ask the Renter to ask caterers / venue, that if they break an item(s) of china that they keep the broken item(s) so that A Touch of Vintage can identify what is missing from the inventory.

The Renter is responsible for returning any items to us that are found after collection has occurred. Failure to do so will result in the cost of each item being deducted from the damage deposit according to the replacement price list.

Cancellation

In the event of cancellation, the following charges will apply:

- 30 days plus: no charge and the booking deposit will be returned
- 29 to 14 days: 25% booking deposit
- 13 to 8 days: 75% of the total order value
- 7 days & under: 100% of the total order value

Should the Renter wish to cancel the order, please notify A Touch of Vintage in writing to the stipulated address given on the order confirmation as soon as possible to avoid any cancellation fees.

Disclaimer

A Touch of Vintage accepts no responsibility for any injury or damage to any persons caused by items hired and we will accept no liability arising from any event involving or concerning hired items. Items are hired solely under the Renter's responsibility.

The Renter is responsible for the safe keeping and protection of all items and packaging on hire as from the time of delivery (or collection from us), until the items are collected by us (or returned to us). It is advisable to take out suitable insurance during the hire period.

We reserve the right to change these Terms and Conditions at any time.

I confirm I have read and understood the above Terms and Conditions and have shared them with the venue / caterer (if applicable).

Name:.....

Signature.....

Date:.....

A Touch of Vintage

2023 Replacement Price List

Afternoon Tea

| | |
|----------------------------|--------|
| Tea Cup and Saucer | £10.00 |
| Tea Plate | £6.00 |
| Vintage Tea Pot (China) | £40.00 |
| Vintage Coffee Pot (China) | £40.00 |
| Milk / Cream Jug | £5.00 |
| Sugar / Jam Bowl | £5.00 |
| Sandwich Plate (Rectangle) | £10.00 |
| Cake Plate (Round) | £10.00 |
| 1 Tier Cake Stand | £10.00 |
| 2 Tier Cake Stand | £20.00 |
| 3 Tier Cake Stand | £25.00 |

Dinner Wear

| | |
|-----------------------|--------|
| Side Plate | £6.00 |
| Starter / Salad Plate | £8.00 |
| Dinner Plate | £10.00 |
| Dessert Plate | £8.00 |
| Platter Dish - Small | £15.00 |
| Platter Dish - Large | £20.00 |
| Serving Dish/Tureen | £15.00 |
| Butter Dish | £6.00 |
| Salt & Pepper Set | £10.00 |
| Gravy Boat | £10.00 |

Cutlery

| | |
|-----------------------------|-------|
| Knife / Fork / Spoon (Each) | £3.00 |
| Teaspoon | £2.00 |
| Sugar Tongs | £5.00 |
| Serving Spoons / Forks | £5.00 |
| Cake Slice | £5.00 |

Glass Ware

| | |
|---------------------|--------|
| Champagne Saucer | £12.00 |
| Champagne Flute | £8.00 |
| Wine Glass | £8.00 |
| Water Glass | £8.00 |
| Highball Glass | £8.00 |
| Water Jug | £16.00 |
| Pedestal Cake Stand | £10.00 |

Accessories

| | | | |
|------------------------------|--------|-------------------------|--------|
| Assorted Glass Bottles | £5.00 | Vintage Books | £2.00 |
| Assorted Bud Vases | £5.00 | Vintage Weighing Scales | £20.00 |
| Assorted Glass Vases | £15.00 | Vintage Dressing Up Box | £20.00 |
| Assorted Glass Candle Sticks | £10.00 | Tea Urn | £40.00 |
| Assorted Brass Candle Sticks | £10.00 | | |