

## **Ordering**

Please first contact us to discuss your requirements and confirm availability at:

*By Arrangement*, 37 Market Place, Thirsk, North Yorkshire, YO7 1HA

Tel/Fax: 01845 524300 – Mobile: 077900 98635 – Email: [jean@by-arrangement.co.uk](mailto:jean@by-arrangement.co.uk) – Website: [www.by-arrangement.co.uk](http://www.by-arrangement.co.uk)

We shall then ask you to complete the FastTrack '[Candelabra Only](#)' Hire Order – Online or download and print the full '[Hire Order](#)' and return it, duly completed and signed

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## **Availability/Collection/Delivery**

A wide [range of equipment](#), some of which has been designed and made to our specification, is available for hire in principle throughout the country, if you are prepared to arrange suitable private transportation to collect it from and deliver it back to Thirsk – Please note that the *Candelabra (BA11/3G)* can be boxed up and sent via carrier, if necessary (see [Refurbishment & Boxing-up](#) instructions). Many customers arrange collection/return delivery privately, but sometimes you may need to engage commercial couriers. Dates are arranged as mutually convenient within the specified time scale

## **Basis of Hire Charges**

[Rates for Equipment](#) are:

- *per item*
- *for a nominal 8-day period, e.g. Monday to Monday inclusive for a weekend event, but allowing for flexibility within that period. Please ask if you have different requirements*

They **do not** include:

- *consumables – but see [Consumables](#)*
- *our general design services – but see our [Complete Service](#)*
- *delivery/collection – these are your responsibility*

They **do** include:

- *our free guidelines for flowering up (just ask), if you order our *Candelabra**

## **Cancellation**

If you cancel the order or any part of it before the event, the amount you must pay in respect of the cancelled items is a proportion of the full hire charges according to when you cancel, as follows:

- *more than six weeks before: you pay nothing – we return in full whatever you may have paid in advance*
- *between six and five weeks before: you pay 50%*
- *between five and four weeks before: you pay 75%*
- *between four and three weeks before: you pay 90%*
- *later than three weeks before the event: you pay the full amount of all the agreed Hire Charges*

## **Cleaning & Refurbishment**

Before our hire equipment can go out again to another customer it must all be carefully cleaned and refurbished. You pay a deposit in advance of 25% of the hire charges to cover this work, but, in so far as you carry it out yourself before returning the equipment in accordance with the instructions we supply to you automatically (see [Refurbishment & Boxing-up](#) instructions), the deposit is returnable

## **Loss, Breakage and other Damage**

All losses, breakages and other damages must be paid for in full

## **Payment/Refund**

At least six weeks before the event you pay electronically by BACS (details will be supplied) or by cheque (made out to 'Jean Dalglish') the full agreed hire charges, which include an additional 25% as a deposit to cover cleaning and refurbishment, plus the net cost of any consumables ordered. The deposit is fully returnable, if you complete this work yourself to our instructions (see [Refurbishment & Boxing-up](#)) before returning the equipment.

Immediately after the return of the Hire Equipment we send you a final account and this is accompanied by our cheque for any amount owing to you after everything has been accounted for. The balance of payment for any outstanding charges due must be made in full within 30 days of receipt of the final invoice