

Styling and Hire Equipment Terms and Conditions

All quotations are valid for 7 days from date of issue and will be sent by email. Rubello Ltd reserve the right to change prices after this period.

A 40% deposit to be paid to Rubello Ltd once the quote has been agreed and the outstanding amount to be paid 7 working days before the event.

The Hirer undertakes to insure any property of Rubello Ltd at full replacements value, when away from the premises of Rubello Ltd.

The hirer undertakes to keep and return property of Rubello Ltd in good order and conditions.

All property of Rubello Ltd is provided for hire and remain the absolute property of Rubello Ltd. These items are not for sale or to be kept by the client, unless otherwise stated.

Rubello Ltd reserve the right to use the most suitable hire items in replace of any items in case of loss, damage or breakages.

Due to the nature of handmade items, all handmade props may not be identical.

Rubello Ltd reserve the right to style the hire items how we see fit in accordance to the brief set out/ detailed in the invoice.

Colour matching, Rubello Ltd endeavour to match as closely to your specified colour as possible. In cases where the exact colour match is not possible, we will match as closely as possible.

Rubello Ltd do not hold any responsibility for adverse weather conditions effecting access to any venue. Rubello Ltd will attempt to get to the venue only when it is deemed safe for its staff. Rubello Ltd cannot be held responsible for 'Acts of God' (Fire, flood etc), labour disputes, failure of electricity supply and any other unforeseeable circumstance that prevent the promise of its services.

Collection/ Return only service

All products and equipment are available the day of wedding/event and to be returned the day after the wedding/event unless otherwise stated/agreed.

All hire items must be returned & any loss or breakages must be reported. All hire items must be packaged carefully and this is the responsibility of the client so items do not get broken in transit. A suitable time for collect and return will be arranged approximately a week beforehand.

We reserve the right to charge for the repair or replacement of any damaged or lost equipment during the period of hire.

Packing supplied with equipment must be returned, or it will be charged.

Rubello reserve the right to charge for late cancellation of an order.

Rubello gives no warranty that goods supplied for hire are fit for the customer's purpose or purposes. The customer warrants that he/she has satisfied himself/herself that the goods will be fit for every purpose for which he/she requires them and that he/she does not rely on skill or judgment of Rubello in that regard.

All quotations are made by Rubello without obligation and we reserve the right at any time to vary any quotation or part there of or to refuse acceptance of any order without assigning any reason for such refusal.

Rubello preserves the right to inspect all of the hired equipment at any time during the hire period.

The prices charged are for a daily rate only, unless otherwise stated or agreed. Items can be hired for longer periods and must be agreed with Rubello Ltd in writing.

Delivery & Collection Fee

The delivery & collection fee covers the mileage to get to and from venues and all basic set up.

Any additional set up fee will be stated on your invoice e.g. if any parking or congestion charges which may occur during delivery or set up, Rubello Ltd reserve the right to pass these charges onto the client.

Flowers

Fresh Flowers

Flowers quoted for, may be subject to change depending on availability – clients will be informed of any changes. if appropriate.

If, on the day of the event flowers need to be substituted due to quality, Rubello Ltd reserves the right to make these changes and substitutions without consultation.

Once flowers are delivered/collected and set up, as arranged between Rubello Ltd and the client, these are no longer the responsibility of Rubello Ltd, but of the person taking delivery of them/ the client. This includes when set up, prior to the day of the wedding/event, has been requested.

Rubello Ltd are not responsible for any issues arising from heating or air conditioning on the fresh flowers.

All fresh flowers are the clients to keep. Please ensure hire items are left.

Hire items for florists

Upon request the items are available for other florists to arrange flowers in prior to your wedding date.

Should any of our products break once in the hands of a clients chosen florist, responsibility lies with the client rather than the florist themselves.

We reserve the right to change these terms and conditions at any time and without notice