



INSTRUCTIONS FOR CUSTOMER PICK UP OF HIRE EQUIPMENT

We pride ourselves on our service and presentation of all hire products we supply. To help us provide the cleanest and best presented products possible, please read the following instructions carefully.

Our aim is to make your event a complete success!

All goods are subject to the following conditions of supply:

Collection of goods:

All goods made available for customer collection & return have a 10% surcharge above standard advertised prices.

Customer must supply a current drivers licence.

Security Bonds apply to all goods to be collected and returned by the customer.

Equipment made available for customer pickup will be in good working order, clean and neatly stacked upon collection day.

All customers must be self sufficient in being able to load/unload their equipment. Some equipment such as trestle tables, pie warmers, gas cylinders, etc, can be heavy and may require 2 people to manage.



In order to transport goods appropriately without causing damage, all goods must be carried in an enclosed carpeted vehicle eg. 4WD, Van, Station Wagon, Car Boot and must be secured with loading straps and blankets.



Vehicles such as utilities, tray body trucks, roof racks or trailers are not permitted under any circumstances and supply will be refused.

Return of goods:

It is the responsibility of the customer to return goods on the pre-arranged date and time, additional charges apply for items returned late.

Upon return all goods must be neatly stacked, cleaned (excluding linen), and repacked in their containers and be ready for inspection in the same convenient place as the collection point. Cleaning fees apply for goods returned dirty. Security Bonds will be refunded/cancelled after a satisfactory inspection and testing of equipment.

Customer pickup and return must be conducted between the following times:

Monday	9.30am – 4.30pm
Tuesday	9.30am – 4.30pm
Wednesday	9.30am – 4.30pm
Thursday	9.30am – 4.30pm
Friday	9.30am – 4.30pm
Saturday	9.30am – 2.30pm
Sunday	Closed