

HIRE

A 50% deposit is required on booking for all hire items. Full payment is required 7 days prior to collection or delivery of items. In the event of cancellation, deposits are non-refundable.

It is the responsibility of the hirer to check all goods prior to leaving Quill Fine Art Creations and alert staff of any issues. If any issues arise, this must be raised and addressed prior to the event starting. Quill Fine Art Creations cannot guarantee availability of replacement items, however notification via email, text or phone call prior to the event is still required.

In the event of any damage during hire or use of hire items, the hirer will accept responsibility for any associated costs.

All items are dry hire (the process of hiring equipment without an operator) for collection from Quill Fine Art Creations. The hire fee charges are only for the hire and supply of those goods.

Quill Fine Art Creations perform regular maintenance on all hire items, however consideration must be given to general wear and tear. If the hirer prefers a brand new item to purchase or first-time hire, please let Quill Fine Art Creations know and the hirer will be charged accordingly.

PICKUP & RETURN

Pickup and return days are strictly Monday or Friday between 9am and 4.30pm from Quill Fine Art Creations' office in Estella, NSW 2650. Quill Fine Art Creations are not open Tuesday, Wednesday, Thursday or weekends for dry hire.

Please confirm collection/return timing 2 weeks prior to the event starting date. Courier or delivery options are available at the hirer's own cost and arrangement with prior agreement. Quill Fine Art Creations can assist with local delivery for an additional fee, charged accordingly depending on distance and items.

Please ensure that the hirer brings an appropriate vehicle to safely load the hire items. It is the responsibility of the hirer to confirm dimensions of items and ensure they bring the correct vehicle to safely load the items. Our staff may be unable to

assist so if hiring heavier items, such as backdrop walls, the hirer must ensure they have sufficient assistance to safely load the items.

Quill Fine Art Creations will not accept any responsibility for any injuries or damage incurred during loading or transportation. No credit notes or refunds will be provided for items that cannot be collected by the hirer. Please note, it is the responsibility of the hirer to ensure all quantities and items are safely packed and loaded. Quill Fine Art Creations will not bear the costs of items which are missed or not loaded.

BOND

A \$200 bond is required for all hire bookings over \$120. For all hire bookings under \$100, a \$75 bond is required. An additional bond may be required based on the overall booking value. This will be invoiced and payment is due 7 days prior to collection. The hirer authorises Quill Fine Art Creations to deduct any amounts owing from this bond.

Quill Fine Art Creations will advise the hirer if there are any repairs or replacements prior to drawing any amount. If the amount is greater than the hirer's bond, the hirer agrees to Quill Fine Art Creations charging the difference and the hirer takes full responsibility for the cost of the replacement.

The bond will be refunded via electronic bank transfer within 5 business days after returning the hired items.