

Terms and Conditions of Hire

Please read these terms and conditions carefully as they apply to all sales and services provided by 'Watson's Wishing Wells'. They deal with your rights and obligations to us and ours to you.

Paying your deposit or paying your order in full, secures your desired Wishing Well and your booking will be created.

Paying a deposit or paying your order in full, also constitutes your understanding and acceptance of these Terms and Conditions.

Prices: Once you have booked, the prices of your hired items are fully guaranteed. All prices are in Australian dollars. Please note that on Public Holidays, double delivery rates may apply.

Quotations: All quotations are provided with an expiry period of 6 months. After this time we cannot guarantee the original quoted price.

Security Deposits: An addition deposit of \$100 is required to secure your booking. This deposit will be returned once the Wishing Well is return/collected via the means that original payment was made. **Watson's Wishing Wells** cannot guarantee a booking without a deposit. Once we have received a deposit, your booking is confirmed.

Payments:

- 1) Can be made via direct deposit (EFT), via Chq, money order or cash.
- 2) Deposit must be made to secure your booking via the above means.
- 3) If booking is within 14 days of your special occasion full payment is required to confirm booking (security deposit and hire fee).
- 4) Prices range from \$90 to \$120 depending on which Wishing Well you prefer for your special occasion.
- 5) Courier Costs – These start at \$20 and then depend on your location. Please do advise your location in your booking or enquiry.

Delivery and Collection:

- 1) Costs – Delivery within a 15km radius of the Brisbane CBD is \$20. Outside of this area a further delivery/courier cost may be incurred.
- 2) Collection: Upon collection photo Identification is required to be shown as we will document the eg) Licence number.

Promotions: Change from time to time however, the below are standard benefits to our clients;

1) Numerous Hires – Do you want to hire a Wishing Wells on more than one occasion? We gladly offer 20% off the second hire.

2) Referral – We offer all of our clients friends a 10% discount if they have been referred to us via a previous client.

Receipts: It is your responsibility to check the accuracy of information shown on your receipts. Your goods will be supplied as per the information contained on your receipt. Corrections must be notified in writing (email or letter) for the changes to take effect.

Errors: Any errors made on our behalf will be corrected free of charge.

Period of Hire: All items are hired for the duration of your special occasion or reception. Therefore, this is often delivery one day and pick up the next depending on the circumstances.

Damage to any items hired: Any costs associated with loss of padlocks, breakage, scratches or dents will be taken from your \$100 security deposit.

Cancellation – If you cancel within 30 days of your booking a \$50 cancellation fee will apply and this must be in writing (email or letter). Cancellation outside this period will not incur any fees and full security deposit will be refunded. Please note there are not other hidden costs such as administration costs.

Date Change – If you have secured your Wishing Well and unforeseen circumstances arise and you need to change the date of your hire we are more than happy to find a new suitable date with you with no penalties being incurred.

Stock Availability: We endeavour to keep good stock levels of all our products; however we cannot guarantee that sufficient stock will be available when you place an order. We will advise you of the availability of the goods when we receive your request from you.

Limit of Liability: In the event of a failure to provide services contracted to the client, due to a fault by Watson's Wishing Wells, our liability is limited to a refund in part or full of the total amount paid by the client.

Effective from 1st March 2009.