



Terms and Conditions of Hire

Section 1:- Hire Period

The hire period is for 72hrs. If you require the items for longer than this period please contact us for a quote. Any items held longer than the agreed period will be charged at 1.5 times the normal hire rate per day unless agreed otherwise.

Amendments to orders can be made up to four weeks before the hire period begins.

Section 2:- Delivery/Collection

You are welcome to collect the items from our base at BA22 8WB, Somerset, at no extra charge.

Delivery and collection is free within 10 miles, however we have to charge a fee of 55p per mile each way outside of this radius. We will happily quote for longer journeys should you require it – please contact us.

Delivery and collection date and times to be agreed between the two parties. Times are approximate and “Eclectic Bliss” cannot be held responsible for delays of their equipment, however we will endeavour to keep any such delay to an absolute minimum.

Delivery and collection charges are based upon delivery/collection to and from the ground floor only, and on condition that the goods for collection have been re-packed safely into the original boxes and are ready for collection. If it is not possible to fulfil these conditions then please advise when ordering.

Section 3:- Prices

All prices quoted on the website do not include delivery or collection. We can arrange this for you or you are welcome to collect/deliver from our office.

Section 4:- Condition of Goods

All goods should be checked on receipt.

All hire will be an assorted mix of designs, patterns and colours. No guarantee can be made on the exact designs supplied, however we do supply matching trios or cup and saucer as standard unless requested otherwise.

Any discrepancies or faults must be reported within 24 hours of collection/delivery.

As a result of the age and fragile nature of the china supplied by “Eclectic Bliss”, some items will damage more easily than normal commercial use crockery. Therefore please take extra care when stacking and handling. Under no circumstances is dirty crockery to be re-packed in the clean bubble wrap. If returning dirty, please ensure dirty crockery is suitable protected in newspaper, with bubble wrapped returned in a separate container.

It is to be expected that some of the patterns, gilt edges, and silver-plating on many of the vintage items will be worn due to age.

Hand washing up is included in the price for china orders over £300. For smaller orders you are welcome to wash and dry the items however the china must not be washed in dishwasher machines as this can damage the gilt. We are also able to take care of the washing up for orders under £300 for a small fee – please enquire when ordering.

For goods that are returned for cleaning, we ask that excess food is scraped (with care) from all china. If delivered back to “Eclectic Bliss” dirty, the china should be packaged securely in newspapers and the boxes provided, not the clean bubble wrap. For goods that we collect on site, please ensure the items are stacked ready for collection and we will then package and remove them. Under no circumstances should they be placed back dirty in the boxes with bubble wrap, otherwise a charge will be payable to replace the dirty and contaminated packaging.

Please ***do not use a dishwasher*** on any china as the high water temperature & pressure cracks & crazes the china and gilt.

Section 5:- Payment

On receiving your confirmation order we will require your deposit, signed Terms and Conditions and proof of identity i.e. copy of your driving licence/passport and utility bill.

A deposit of 50% of the value of the hire is due on confirmation of your booking. Payment can be made by cash, cheque payable to L Carmichael-Brown, online bank transfer or by Paypal (at a small charge).

Balance of payment is due 28 days prior to the event/hire.

A refundable breakage deposit of £200 may be required 14 days prior to the event, which should be paid separately; this would be refunded on the safe return of the goods.

Any item damaged, cracked, chipped, broken or missing must be identified and reported when collection is made. A charge will be levied at x 4 times the hire cost.

“Eclectic Bliss” will advise the “Hirer” of any item(s) found to be damaged, cracked, chipped, broken or missing that has not been reported at collection stage within 72 hours of collection and a charge will be deducted from the breakage deposit.

No other item can be accepted as a replacement to the exact items delivered.

Section 6:- Cancellation

If a booking is cancelled or substantially reduced by the “hirer” the following charges will apply:

- 6 Months or more notice – No charge
- Between 6 months – 4 months – 50% of the original hire charge
- Between 4 months – 28 days – 75% of the original hire charge
- Under 28 days – 100% of the original hire charge

Eclectic Bliss prides itself on customer service and attention to detail. Thus when we take an order we do not commit ourselves elsewhere and we usually turn down business to provide bespoke and exclusive service to you. Hence why later cancellations will incur a charge.

Section 7:- Responsibility

Goods supplied at all times remain the property of “Eclectic Bliss”.

The “hirer” is responsible for the goods from the time they are collected. This responsibility only ends when the goods have been returned to us. If the goods are delivered you are responsible from when you take delivery, until collection. Your responsibility includes safekeeping and protection of the goods in your care.

No responsibility can be accepted for any injury or damage caused by the hire equipment, however caused.

I confirm that I have read, understood and agree to the above Terms and Conditions.

Signature of “Hirer” _____

Name of “Hirer” (printed) _____

Address _____

Postcode _____

Date _____