

## **Black Tie**

### **Terms and Conditions of Hire**

Once service has been agreed and a deposit has been paid our customers are bound by the terms and conditions of hire. Black Tie will take a minimum non-refundable deposit of £40 per hire outfit. Please note that any cancellations of the whole, or part of the order within six weeks before the function date will be fully chargeable. Furthermore any special order accessories will be fully chargeable within twelve weeks of the function date in the event of cancellation. It is the customers' responsibility to ensure that Black Tie receives all necessary measurements for the party by a minimum of six weeks prior to the function date. In the case of children under 15 years of age measurements should be finalised no sooner than seven weeks prior to the function date and no later than four weeks prior to the function date. Failure to adhere to these guidelines may result in additional charges and/or the loss of any agreed discounts which have been applied to the order.

Black Tie cannot take any responsibility for measurements supplied to us, even those taken by a professional. Black Tie reserve the right to make any amendments deemed appropriate to supplied measurements in an attempt to supply the best fit possible, unless specifically informed not to do so by the customer.

It is solely the responsibility of the customer to finalise any and all details of the order by six weeks prior to the function date. If no confirmation has been made by this time then Black Tie will assume that the details we have on file for party members, suit styles, sizes, accessory designs and colours etc are correct and are to be adhered to, even if details are noted as to be confirmed. Where possible Black Tie will attempt to contact the customer for confirmation, however it is ultimately the responsibility of the customer. Any changes to the order after this deadline may be subject to additional charges.

Any changes to sizes due to weight loss/weight gain are the responsibility of the customer. Although Black Tie will do everything in it's power to amend any last minute outfits that need alteration due to a change in weight/shape of an individual, we cannot guarantee that suitable stock will be available for the function. Any last minute changes may incur additional fees depending on stock availability. We strongly advise all party members to make a note of their size and weight at the time of their fitting and to inform us as soon as possible in the event of any major fluctuations that could affect the fit of the outfit. Any changes to existing measurements must be made by two weeks prior to the function date.

It is advised that the customer books a collection appointment where possible so that a final fitting can be performed. Please note that if a final fitting is not possible it is the sole responsibility of the customer to ensure that the order is correct and to their satisfaction at the time of collection. Black Tie will endeavour to ensure that any changes that may be required are performed before the function date, however Black Tie cannot be held accountable if not notified before 48 hours prior to the function.

Garments are due back by midday on the first trading day after the function unless previously agreed by both Black Tie and the customer. Late returns will be charged at 50% of the hire fee per outfit per day, up to the full retail value of the goods plus any applicable surcharges for loss of use. Lost or damaged garments will be charged automatically at the current full retail value. Garments are expected to be returned with the suit cover and hanger they were initially sent out with, in the event a suit cover or hanger is not returned an additional charge of £5 per suit cover and £2.50 per hanger will be presented.

An accidental damage waiver is included in the package cost of the outfit. This covers the outfit against any minor stains and repairable damage, such as lost buttons, but does not cover against irreparable or malicious damage, loss or excessive/irremovable stains. Stains caused by bodily fluids will immediately make this waiver invalid. In this instance the customer has a duty to inform a member of staff for health and safety reasons. Any irreparably damaged or heavily stained garments will be automatically charged at the current full retail value and will at time of payment then become the property of the customer. We recommend that children are either changed from their outfits or adequately covered at the time of eating or drinking so as to avoid any unnecessary damage to hire garments.

The customer may be expected at the time of collection to sign a basic hire agreement. Please note that the customer is bound by our terms and conditions outlined here at the time of placing the order, whether or not a hire agreement is signed.

Black Tie reserve the right to refuse service on any grounds. In the event of Black Tie taking the action of cancelling an order, any deposit left will be refunded minus any charges that Black Tie have already incurred such as special order accessories, specialist alterations etc. Violence or aggression towards Black Tie staff will not be tolerated and will be reported to the police.

Hire is for one use only, unless expressly agreed upon by both Black Tie and the customer.