



NON ACCOUNT CUSTOMERS

It is Company policy that cash / cheques and BACS payments will no longer be accepted for non-account customers.

Our policy is as follows:-

DEPOSIT

Equipment will only be hired out when covered by a deposit on a valid Credit/Debit Card. The card must be registered to the holders address and matching identification will be required together with a mobile and/or landline phone number. An agreed deposit covering a minimum of 2 weeks hire for each item will be debited from the card before the hire can commence. This deposit will be kept aside and will not be used as payment for the weekly hire charges. **A £50 NON REFUNDABLE CHARGE WILL BE TAKEN FROM THE DEPOSIT IF THE ORDER IS CANCELLED WITH LESS THAN 1 WORKING DAYS NOTICE**

HIRE CONTRACT

A hire contract / delivery note is to be signed at the beginning of the hire which authorises us to take the deposit and weekly charge from your card.

HIRE CHARGES

An invoice will be raised after a minimum of 5 working days from the start of the hire (normally on a Friday) and the charge to date taken from the submitted Credit/Debit Card number. Subsequent charges will continue and be debited on a weekly basis until the termination of the equipment. Invoices will be sent to your address.

DELIVERIES

Somebody is required to take receipt and sign on behalf of the hirer when equipment is delivered.

COLLECTIONS

All plant requiring collection is to be off hired by telephone to the hiring depot and an off hire number must be obtained. Equipment remains the responsibility of the hirer for a maximum of 7 working days from giving notice of termination or up to the point when equipment is collected from site. If the equipment is not made available for collection within 7 working days, responsibility remains with the hirer for an additional 3 working days or until the equipment is made available.

REFUNDS

Once the equipment has been returned to us and a final invoice raised, any outstanding money will be taken from your deposit and the remainder refunded to your card. Where outstanding balance is not covered in full by the deposit, the remainder will be taken from your card. (Deposit will be held in the case of loss or damages – see “Loss / Damage Section”)

LOSS / DAMAGE

Please note that the hirer is responsible for the plant whilst on hire. All items must be covered by a valid Insurance policy covering “hired in plant”. Check with your insurance provider if unsure of cover provided. Customers are to supply a copy of their insurance certificate. Damage / Losses are the responsibility of the hirer. A charge will be made for damage / loss unless it is attributed to fair wear and tear. Where the customer has their own insurance, claims are the responsibility of the customer and invoices will be issued directly to the customer for payment. Deposit will be held until settlement has been received in full.

Alternatively we can offer **HireSecure Loss/Damage Waiver** at a premium of 15% + vat of the weekly hire rate of any item you hire from us. (Full details available from hiring depot) Note that in the case of claims, we reserve the right to hold the hirers deposit until settlement has been agreed / received from HireSecure. Any excess charge will be taken from the deposit before any refund is processed.

PLANT & TOOL HIRE TO THE CONSTRUCTION INDUSTRY



Directors: C.N.Jarvis (CEO) A.J.Tarrant (Managing)
Registered Office: Depot Road, Newmarket, Suffolk CB8 0AL | Registered in England No. 02189826
Member of Construction Plant-hire Association | Member of Hire Association of Europe

nphgroup.co.uk