

Balloon Displays & Displays 4 Africa - Terms & Conditions

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1. Any Payment on Invoice confirms acceptance of all Terms and conditions.
2. No delivery & setup will take place till invoice is paid in full. 50% deposit on Confirmation, Balance to be paid before setup/delivery/collection.
3. All hired items are to be returned clean/washed stain free & in the same condition. Laundry Service optional for Linen.
4. Late returns will be charged for on a daily basis at full hiring cost.
5. Any damage, loss, wax spills, burns etc. of any hired item will be charged for at full replacement value. NO EXCEPTIONS.
6. Your Refundable security deposit may not cover all damage costs and extra payment may be required. To be paid on the same day of return.
7. Replacement prices on items hired is available on request.
8. The onus is on the client to ensure someone is available to check all items on delivery/collection and any discrepancies to be noted immediately.
9. Client must make themselves or premises available for delivery / collection of items on agreed date, otherwise extra costs will be Charged.
10. Any extra items, decor, draping ordered over and above the invoice will be at an extra cost, to be paid for on that day.
11. Displays 4 Africa will not be held responsible for Fire, Theft and Damage of any cause whatsoever.
12. Cancellation during March to September 14 Days Prior to due date results in a 25 % cancellation fee of total Invoice, Or a credit voucher. 7 days prior to due date will result in 50 % of Total invoice. 24 hours prior to function will result in 100 % of total invoice.
13. CANCELLATION During Peak periods October to February Cancellation 3 weeks prior results in 25 % fee, or a credit voucher Two weeks Prior 50% fee and 7 days Prior full 100% cancellation fee.
14. Covid Cancellation, we will give you a credit Voucher for your function, should Lockdown be enforced by Government, No cash refund.
15. Unwashed linen, cutlery, crockery, equipment etc. will be charged for on return. We will not wash cutlery, Crockery, catering equipment with days old food on.
16. All orders require a refundable security deposit, paid in cash before setup. Deposits will not be returned by driver & only refunded in the same way it was paid.
17. All Quotations are not confirmed. Due to the nature of our business, you will need to confirm that the order is still available before paying a deposit to confirm your order.
18. Setup of tables, chairs and decor etc. is charged for at a separate rate and is **not included** in the hiring costs.
19. Delivery is to the **NEAREST** point of access/Entry. We need to be informed if delivery is upstairs or to be carried further, as extra costs will be involved.
20. Any item ordered and not used / cancelled or not needed on that day will still be charged for.
21. Interest of 10% pm will be charged for any outstanding / late payments. All prices exclude VAT unless otherwise stated.
22. Displays 4 Africa has the right to dismantle/remove all decor should payment not be made on or before the day at full cost to the client.
23. Hired Items to be returned the next day, If hired on a weekend, items to be returned the Monday immediately following the weekend.
24. It is the customers responsibility to contact D4A with any problems and for the customer to make arrangements for delivery & collection.
25. Displays 4 Africa will not be held responsible for short delivery, damage or malfunctioning once it leaves our premises.
26. All items are hired unless otherwise stated and remain the property of Displays 4 Africa. All broken decor is to be returned to Displays for Africa.
27. The Client is responsible for the security of all equipment from time of delivery till collection, or from when you collect. You need to notify your Insurance company.

Terms and Conditions continued....

28. It is the client's responsibility to ensure venue access, adequate space / area for decor, equipment and marquees etc.
29. Marquees require water Drums/pegs, your water will be used & must be accessible. Client to confirm placement of pegs to prevent any damage.
30. Customer must ensure they clearly state where they want the marquee, Once erected additional charge will be charged if the client wants it moved.
31. Stretch tents are water resistant and NOT Water Proof, unless otherwise stated.
32. Should High Winds start, The stretch tent needs to be secured and if need be the Poles Lowered or removed completely and tent taken down. Tents are extremely light and easy to dismantle.
33. Any Damage to stretch tents left in the elements is the customers responsibility.
34. Please note we are a hiring company, ALL decor, items are HIRED, unless otherwise stated.
35. We are working by appointment. Please call first when collecting or returning to ensure we are here as well as for security reasons, therefore no collections or returns after 6pm Mon to Friday, 1pm on a Saturday and no returns on a Sunday.
36. *Please Note all pricing is subject to change at any time.*
37. We rely on our suppliers, They sometimes do run out of stock and only let us know last minute.
38. If there are any faulty foils and deco Balloons supplied by us, you will be offered a refund or an alternative. **Not** after they leave our premises.
39. Balloons do POP.
40. We cannot Guarantee any balloons Once the balloons are handed over to you/ delivered/collected, we can no longer Guarantee them.
41. We also cannot guarantee any balloons in transport although we take the utmost care.
42. When filling balloons you supply, we will not be held responsible for balloons popping & you will still be charged for the helium.
43. Delivery & Setup will only take place once Invoice is paid in Full.
44. We will not Build décor Or Garlands with your balloons, we pride ourselves in amazing décor and cannot guarantee that when we are not working with our high quality balloons.
45. *No Balloons will be inflated without payment.*
46. 50% on confirmation of Order, Balance to be paid and reflect in our bank account BEFORE setup / Delivery or collection. Payment of Invoice confirms acceptance of terms & Condition
47. We only use Latex Balloons that are of a *High Quality & are Biodegradable. We are Going Green !*
48. Helium lasts 8 -10 hours (sometimes longer or shorter depending on weather) Heat does decrease the life of a balloon.
49. We Offer Ultra High Float at a small fee that can be added to the balloon allowing it to float for an extra couple of days.
50. We DO charge a delivery fee, this is **NOT** a setup fee, *should you need us to setup, please arrange with us.*
51. When collecting please bring a duvet **COVER (NOT a duvet or a blanket)** it makes it easier for you to transport. & ROPE (we will tell you how many).
52. Ask for the size of the stands/frame & décor before collecting to ensure it fits into your vehicle (some stands are 2m Diameter). No refund for any Item that cannot be collected.
53. All Stands hired require a REFUNDABLE security deposit and must be returned the next working Day.
54. Any Linen, cutlery, crockery, catering equipment, Vases etc. Must be returned washed and clean, all stains removed. We do offer a laundry fee. Wax leaves oil marks please ensure they are removed.
55. Balloon Displays and Displays 4 Africa are not responsible for any Damage due to Fire, Theft, Extreme Elements E.G Hail, Strong winds etc. Customer to ensure all Hired Items are in a safe & secure area should any of this arise.
56. Balloon Displays and Displays 4 Africa is not responsible for any Damage to any Item left at the property of Displays 4 Africa or Balloon Displays for whatever reason.
57. Any Damage/loss to any décor, stands, flowers, Linen, Cutlery, Crockery, decor Property of Balloon Displays or D4A will be charged for at full replacement Value.