



69 Pharazyn Street, Lower Hutt, NZ
Web: www.totallyfrocked.co.nz,
e-mail: costumes@totallyfrocked.co.nz

TERMS AND CONDITIONS

- 1) DEPOSITS are required to confirm booking and are **non refundable** and non transferable.
- 2) Costumes to be returned in good order before 3pm on the due date.
- 3) **OVERDUE CHARGE OF \$20 PER DAY PER COSTUME FOR LATE RETURNS.**
- 4) Do not launder costumes unless by prior arrangement.
- 5) Do not alter or treat costumes or wigs in any way, e.g. do not pin or apply sticky tape or sticky labels to costumes.
- 6) **Do not apply heat to wigs**, only comb with a wide tooth comb from the bottom upwards.
- 7) On reservation of 'highly hireable' costumes you may be required to confirm your booking by paying in full no later
- 8) than 8 days prior to pick up date.
- 9) Do not remove labels from costumes.
- 10) The hirer agrees to pay any expenses, costs or disbursements incurred by Totally Frocked Ltd in recovering any outstanding monies or replacement costs for lost or damaged items, including debt collection, agency fee's or solicitors costs. Overdue fee's are applicable until full payment is made for lost or damaged items. Interest may be charged on overdue accounts at the overdraft rate charged to Totally Frocked Ltd by its bank from time to time plus 3%.
- 11) The Hirer authorises Totally Frocked Ltd to collect, retain and use any information about the Hirer for the purposes of enforcing any rights under this agreement and recovering any unpaid amounts and to release such information to third parties for such purposes. This authority is an authority or consent for the purposes of the Privacy Act 1993.
- 12) Please report and faults or damage to costumes on return.

REFUND POLICY

- 1) **Deposits are non refundable and non transferable.**
- 2) Refund (less applicable deposit) will be reimbursed to the customer (using the same payment method as received) if not less than 8 calendar days notice (prior to the collection date) of cancellation is given. If less than 8 calendar days notice of cancellation is given the refund (less the applicable deposit) will be provided as a Totally Frocked Ltd credit voucher.
- 3) **Changing of a booked costume is considered a cancellation.**
- 4) No refunds if hirer is unable to use the costume after uplift.

BOND POLICY

Totally Frocked Ltd retains the right to require a bond for each hire. The bond will be applied against late return, extraordinary cleaning, repairs or replacement costs. (NB replacement cost will in most cases exceed the bond). Totally Frocked Ltd reserve the right to require payment of amounts payable in excess of the bond.

ADDITIONAL MAIL ORDER CONDITIONS

- 1) Totally Frocked Ltd is happy to provide a mail order service on the basis that courier cost and risk is hirer responsibility.
- 2) Totally Frocked Ltd will use all reasonable endeavours to ensure couriers are dispatched in adequate time to allow delivery by the time stipulated by hirer. However Totally Frocked does not warrant that delivery will be made by that time and shall have no liability to hirer for late delivery.
- 3) The costume can not leave the premises until full payment is made.
- 4) Hirer is responsible for all loss and damage occurring in transit.
- 5) Hirer is responsible for ensuring RETURN by the DUE DATE. Payment is by credit card only with direct debit authority for full replacement cost for any items lost or damaged.