



## Office

### **What are your hours?**

Monday to Friday 8.30 am until 5.30 pm

Saturday from 9am until 12.30 pm

## Ordering

### **Can I come in and view the products?**

Yes, please feel free to visit our Sandyford showroom anytime, you do not need to make an appointment. We are open Monday to Saturdays.

### **How do I place an order?**

You can phone, fax or email your requirements. Just be sure to include your contact information, and date of your function. We will send you an itemised quote and discuss delivery and collection arrangements.

### **How long is the Hire Period?**

Standard hire is either 48 hours or from Friday to Monday. If you need to hire the goods for a longer period, please contact our office.

### **What are your Payment Methods & Terms?**

Payment is required on or before delivery; we accept cash, cheque, bankers draft and the following credit/debit cards; Laser, Visa, Access or MasterCard.

### **What about Deposits?**

A returnable deposit is required at time of payment for all hires (normally €50).

This deposit is returned (subject to breakages) at the end of the hire.

### **Ah yes, breakages?**

We do charge for breakages, this amount is deducted from your deposit and any balance will be returned to you.

## **Delivery & Returns**

### **Do you charge for Delivery?**

We do charge for delivery and collection, this is determined by load and location. Quotations are available on request.

### **Do you set up & break down goods?**

Yes we will set up and break down goods, however the cost for this service is not included in the hire price. We would be happy to supply quotations upon request.

### **Do I have to wash the goods before they go back to you?**

All crockery, cutlery and food service containers must be returned washed. However glasses and linen do not need to be washed. Please empty glasses and place them upside down in the crates provided. Linen should be shaken to remove crumbs and prevent staining and bagged in clear plastic bags.

## **Events**

### **How do I know if I have enough room?**

One of our experienced sales & events team can visit your premises / location. They will measure and advise whether you have sufficient space for your event and suggest workable solutions to meet your needs.