



Terms & Conditions

General:

- . All rental items are subject to availability. We revise the price list each quarter of the year to add new items.
- . We require a 75% deposit to secure all orders, balance payments are due upon collection.
- . Quotations are only valid for 7 days, if payment to secure booking is not received, we cannot guarantee that the items will still be available for date requested.
- . Cash payments will get 15% off bill total. This is only applicable for full invoice amount payments to secure booking.
- . Payment must be made cash at our premises. Not EFT or bank deposit.
- . Tree slices are a natural item, each round is unique and may vary in size. Estimated dimensions are given.
- . " N/A" items are only available to buy or hire. Please see headings for each as indicated.
- . Engraving and/or stencilling/Vinyl Sticker artwork can be done at an extra cost where not specified it is already included with product cost– please enquire on your personal needs.
- . A Breakage deposit is required when hiring certain items – If an item is lost, comes back broken or in a state in which we cannot hire it out again, the hirer will be liable to replace that item at its replacement fee, This will be calculated at our discretion taking material, production time and costs into consideration.
- . Please note no flowers are included in the prices – we do not offer floral arrangements as a service.
- . We also do not provide the candles or batteries – this is for clients own cost. Please inquire about the size of candle or type and quantity of batteries required for these items hired.
- . We are based in Brackenfell and we only hire our products to venues/functions in Western Cape region
- . Glassware to be returned clean! If not possible to clean by yourself/venue, please arrange with us as we will charge R 250 for the cleaning thereof.
- . Goods provided in crates/packaging for transport should be returned as received – otherwise client will be billed for losing our crates.
- . If you would like to view our range, please make an appointment with us – info@happytree.co.za

Payments:

- . To secure your booking for the date required, the 75% deposit needs to be settled.
- . Orders are secured once proof of payment is received, or if it is settled directly.
- . Proof of payments can be emailed to : info@happytree.co.za.
- . FULL PAYMENT must be made 2 days before date of event via EFT or at premises when collecting.
- . No goods will be released if payment does not reflect.
- . Banking details and address will be provided on the invoice.
- . Cash payments will get 15% off bill total. This is only applicable for full invoice amount payments to secure booking.
- . For discount to be applicable, payment must be made cash at our premises. Not EFT or bank deposit.



Cancellations:

- . In the unfortunate event of a cancellation of your order, please email it in writing to info@happytree.co.za.
- . Happy Tree Designs will retain your 75% of your deposit if you cancel at any time after you have confirmed your booking.

Breakages/Damages/Lost items:

- . A Breakage deposit is required when hiring certain items – If an item is lost, comes back broken or in a state in which we cannot hire it out again, the hirer will be liable to replace that item at its replacement fee,
- . This will be calculated at our discretion taking material, production time and costs into consideration. Please note the replacement fee will not be the same value as the hiring fee on the price list.
- . We will advise on inquiry which items requires breakage fees – usually glassware and some Lawn Games
- . Damages to be settled within 24 hours of goods returned.
- . Once goods have been returned in good order, the refund will be paid back into the clients account within 1 day.
- . The client must check all items at collection/delivery and sign for it– Happy Tree Designs will not be held responsible for damaged or lost items. We check all orders for completeness before collection.
- . Goods provided in crates/packaging for transport should be returned as received – otherwise client will be billed for loosing our crates.

Delivery/Collection of orders:

- . The hire fee includes the rental of selected goods for 3 day period.
- . For items booked on a weekday, goods can be collected previous day and returned the the day after hire day.
- . For items booked for a Saturday/Sunday Event, it can be collected on the Friday from 9 am onwards. Items must be returned again on the Monday thereafter no later then 6 pm.
- . We do not offer delivery/collection services. Goods to be collected at our premisis in Brackenfell and return again.
- . Costs above is priced for the 3 day weekday rental or 4 day weekend rental period.
- . Rental extensions can be made if pre-arranged, there might be an extra surcharge.
- . Goods that are not returned on the agreed date and time will incur a charge at the standard hiring rates.
