



## TERMS & CONDITIONS

### GENERAL

1. Hush Production Company is committed to ensuring your event is a success and your experience working with us is positive and reliable. We are transparent, fair, and responsive to your needs.
2. All equipment is tested and delivered on agreed dates.
3. Deliveries may include spare units. Check and confirm contents upon arrival. In absence of confirmation, our dispatch records are final.
4. Faulty equipment must be reported before your event. Mark any non-working items clearly for return. No refunds on untested (dry hire) equipment.
5. If your event can proceed despite equipment variation/failure, the contract remains valid.
6. We provide pre-event advice and demos. Suitability of equipment is your responsibility.
7. If we must cancel or alter your booking, our liability is limited to refunding fees for unused equipment.
8. Booking changes are welcomed. Cancellations within 14 days incur a 50% fee. Within 72 hours: 100%.
9. A 25% deposit is required to secure your booking. Full payment is due before dispatch. Balances must be cleared within 28 days of the event. Late payments incur 8% interest plus recovery costs.
10. You must ensure access and availability for delivery and collection.

11. Missed collections are charged a daily hire fee and additional recovery costs.

### **LOSS OR DAMAGE TO EQUIPMENT**

12. You agree to care for and return all equipment in its original condition.

13. You are responsible for secure storage and usage from delivery until collection.

14. Loss or Damage:

- Count and confirm quantities before return via email.
- Improperly packaged returns are your responsibility.
- Missing/damaged equipment will be charged at current RRP (e.g., headphones, transmitters, containers, etc.).

### **COLLECTIONS**

15. You are responsible for ensuring equipment is ready for collection as scheduled, even if left with a third party. Boxes must be sealed and labelled as instructed.

16. Missed collections incur a daily hire fee until collected.

17. In case of major incidents (fire, theft, flood), notify us immediately and provide relevant insurance and police references.

18. We reserve the right to recover further losses resulting from major incidents or damage.

### **CONFIRMATION OF AGREEMENT**

19. This document and your invoice form your contract with Hush Production Company.

20. Your agreement is confirmed either by written acceptance, delivery of equipment, or 7 days after this document is issued.

## **GOVERNING LAW**

21. This agreement is governed by the laws of England and Wales. Disputes will be settled in the English courts.