

Company Trading Name: Auxilla Creations Ltd.
Address: Room G7, Harmony House, Baden Powell
Close, Dagenham RM9 6XN

Contact:

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IML Hire and Rental Terms

This agreement is binding in all cases of hire from Invisible Mannequin London. If you are hiring from us, please read the following carefully. By ordering our mannequin hire service from us you are bound by our conditions of hire. We are delighted to have been able to continue with a relationship of complete trust with all of our customers; it is truly an honour and thank you.

Length of Hire and Dates

This is as described on our website:

- Daily - One Day: 24 hours, Three Days: 72 hours, and Five Days: 120 hours
- Weekly - First Week: 1 - 7 days, Second Week: 8 - 14 days, and Third Week: 14 - 21 days

Use of Equipment

Our ghost mannequins are supplied for clothing photography purposes only unless agreed otherwise.

Packaging and Transportation

We will arrange delivery either by courier or in person to your delivery address. Our standard delivery service includes the mannequin's arrival anytime at the courier companies choosing between 8am and up to 6pm. Please ensure therefore that the address we are delivering to will be manned as the delivery will require a signature. You will be quoted in advance of all costs.

When the mannequins arrive with you, in case of damage during transit, please open the boxes and check for any damages, in particular - glass stands. Let us know if anything is damaged immediately so that we may be given the opportunity to rectify any problem.

We will arrange collection either by courier or in person from your collection address. Our standard collection service, carried out on the date you specify, involves the following logistical procedure:

1. You should have the mannequins well packed, wrapped, boxed and taped ready for collection by 10am on the arranged day of collection.

2. We will telephone you to inform us that they are ready to collect from the address you specified or you can call us.
3. The courier will be booked after speaking to you, to ensure collection is convenient and will arrive to collect anytime from 10.00am up to 6pm. Ensure that the mannequins are in a convenient location with a responsible person who you have nominated as the contact for the courier.

All transportation costs are to be paid by the client in advance and in arrears if there has been a problem or an additional last minute change of plan.

Additional shipping requirements / problems will be charged for as follows:

1. In nearly all cases equipment is delivered into and collected out of one address. Where two addresses are provided there is an extra charge of £20 up to and for each 10 items. This may be waived at our discretion.
2. Timed deliveries by courier or our own driver are available and will cost from £75 per consignment.
3. Timed collections by courier or our own driver are available and will cost from £99 per consignment.
4. Change of address within 24hrs of either delivery or collection will incur an administration fee of £25 up to and for each 10 items. This may be waived at our discretion.
5. FAILED COLLECTIONS - Where we have failed to collect due to the client's neglect of our procedure there is an additional collection charge of £50 up to and for each 10 items.
6. In addition to the failed collection charge - for each mannequin held by the client due to neglect of our procedure to return there will be a £20 per day penalty per mannequin unless you have arranged with us in advance.
7. In some cases - should the courier find the mannequins not boxed and taped when they arrive to collect, there will be a packing up charge, relative to the size of order and the time taken to be decided at our discretion. If it's a courier such as APC or Parcelforce collecting, inadequately packed mannequins will probably arrive back at damaged, therefore in all cases, please ensure the boxes are properly packed.
8. Should we find upon inspection that the mannequins are mixed up in the boxes (more often with larger orders) we will charge a sorting fee of £10 per mannequin, regardless of how many were in the order. To avoid this, **please pack one mannequin per box.** (Each mannequin part is uniquely coded to help avoid doing an impression of someone trying to herd cats.)

Your Obligations

The client has a set of obligations to adhere to when hiring mannequins or other equipment from us.

1. A deposit, variable in value relative to the equipment being hired is required prior to hire. This will be refunded upon the safe return of the equipment. This may be waived at our discretion.

2. It is your responsibility to ensure that no damage occurs to our equipment whilst in your possession.
3. If the equipment is not returned in dispatched condition by the due date agreed, you will be responsible for further hire fees - from £20 per day per mannequin unless you have arranged with us in advance.
4. You are expected to return the equipment as it was delivered and unless you have instructed us to assemble, dismantle and pack which incurs an extra fee, then we expect to find the equipment ready for collection. Please note that it can take up to 20 minutes per mannequin to pack it sufficiently protected in bubble bags / wrap so please leave enough time / people power to do this job.
5. In case of theft or damage, we ask you to ensure that you have adequate insurance to cover the mannequins. In the case of long term hire, we would need to see sight of such insurance and we will provide you with a list of inventory and replacement values for you. Any damage therefore to the mannequins or its accessories are the responsibility of the hirer. Please pack the mannequins carefully before collection paying particular attention to the face and hands. Subject to the mannequins being returned in adequate condition, your deposit - if requested prior to dispatch - will be refunded soon after and usually within 28 days.
6. Damage to or loss of mannequins will incur extra fees, relative to the damage and replacement value and these will be invoiced to you once we have assessed damages and booked the mannequins back into stock. (Please tell us in advance and send photos if possible, should damage occur to the equipment during the hire period.)
7. In case of theft or damage, we ask you to ensure that you have adequate insurance to cover the mannequins. Any damage therefore to the mannequins or its accessories is the responsibility of the hirer. Please pack the mannequins carefully before collection paying particular attention to the face and hands. Subject to the mannequins being returned in adequate condition, your deposit if requested prior to dispatch will be refunded within 21 days.
8. Ownership of the mannequins remains with Invisible Mannequin London and is not transferrable under any circumstances.

As an approximate guide, we will charge the following for damages / loss:

- Cost of replacing a mannequin varies from £250 to £1500 + VAT- if it is this bad, please let us know before we arrange collection and we will advise accordingly.
- Missing stand - £25 + VAT
- Foot pegs - £10 + VAT
- Calf pegs - £30 + VAT
- Respray - £75 + VAT
- Renovation - (make up etc.) - £125 + VAT

Note that in general, we allow 10 minutes per mannequin when it is returned for cleaning. After this we charge £30 + VAT per hour for time spent fixing / removing marks from rings and dirty hands / touch up spray / filling etc.

Hire Charges and Payment

Payment for the hire period and the discretionary deposit is to be made in advance. Transportation costs are payable in advance. You will be billed for damages or logistic issues in arrears, which you will be, required paying immediately. We accept payment by BACS and PayPal. We do not offer credit facilities.

Cancellation of Hire by Client

Should you cancel your mannequin hire request after an order form has been filled or confirmed by email, providing you have done in advance of 2 weeks of the delivery date, we will not charge a penny unless, however, if we have had to modify mannequins at all as part of your specific requirements, you will be liable for the full amount. If you cancel within the 2 weeks preceding your delivery date, we will charge a 75% cancellation fee.

We do not offer any refunds on mannequins hired and delivered to you, but not used by you.

Indemnity

We will not be held liable for any third party claim whilst the equipment is in your possession.

Termination

The COMPANY is given the right to terminate and recover equipment (at your cost) if you become insolvent or commits any breach of this agreement.

Assignment

This agreement to hire is between Invisible Mannequin London trading as Auxilla Creations Ltd. and the client only and it is not allowed for anyone to pass the equipment onto anyone else for a fee unless agreed in writing beforehand.

Disputes

Any disputes will be dealt with according to the governing law of the courts of the United Kingdom.