

Roof Box Hire Ltd
www.RoofBoxHireonline.co.uk
Terms & Conditions

These terms and conditions form an integral part of your hire contract with Roof Box Hire Ltd (www.RoofBoxHireonline.co.uk) hereinafter referred to as the "Company". Registered Office:- The Old Barn, Cairnston Steading, Dunblane FK15 0JF. Registered in Scotland, Registration - 363016. The "Hirer" is the person whose name & address appears at the top of the hire contract of which these terms and conditions form a part. The hirer must be at least 18 years old.

The Hirer accepts full legal liability for all the equipment listed on the booking form. "Equipment" includes roof boxes, roof bars & foot packs hired by the Hirer from the Company. The Company will not be liable for any loss, damage or injury caused, directly or indirectly by the equipment or its use.

The Hire Period is the date from which the equipment is fitted/received by the hirer from the Company, until the date that the equipment is collected by the Company. Both these dates are clearly stated on the booking form.

The Company reserves the right to refuse to hire equipment to any person with whom it does not wish to enter into a contractual relationship. The Company reserves the right to cancel a booking at any time & without notice, whereupon it will refund to the hirer any monies paid. Following such a refund, no further liability will exist between the hirer & the Company.

By booking with RoofBoxHireOnline.co.uk you are indicating that you have read and accepted our terms and conditions.

1. Fitting - Documentation required

You must have the following documents prior to the roofbox and bars being fitted:

1. Proof of home address: A recent gas/electricity or council tax bill (dated within last 3 months)
2. Photo ID: Valid Passport or Photo Driving Licence.
3. Valid Credit/Debit card originally used for booking.
4. Booking Form/email confirmation.

The Company reserves the right not to hand over any equipment if the Hirer cannot properly identify themselves. In these circumstances no refund of the rental cost will be given – the refundable deposit will be refunded in full.

The Hirer will sign the booking form for the equipment. By signing this, they acknowledge that they have inspected the equipment & confirm their acceptance that it is in satisfactory condition.

2. Rental Costs & Deposits

The rental cost is detailed on the website and all rental costs and delivery/pick-up costs will be taken at the time of booking. In addition, the Company takes a refundable deposit of £100 per set of equipment and this will be taken at the time of the booking. The £100 refundable deposit will be refunded at the end of the rental period assuming the roofbox, bars and foot pack are returned in a satisfactory condition. This will be processed on the day the equipment is picked-up/delivered to the Company.

The Company reserves the right to demand a deposit from any hirer at any time up to and including fitting of the equipment by the Company. The amount of such deposit is to be at the absolute discretion of the Company.

All bookings should be made at least seven days in advance of the hire however, this will not always be the case as a result of last minute hires. Please see cancellations.

3. Amendments

The company aims to be as flexible as possible and will allow the hirer to change the details once free of charge after you have completed your booking, subject to the equipment still being available. The company reserves the right not to accept any changes 7 days prior to the agreed hire. All amendments must be in writing and sent by post or e-mail to the Company. Any subsequent amendments will be charged at £10 per amendment.

4. Cancellations.

The Hirer may cancel the booking provided that it is in writing and sent by post or email to the Company. However, the Company reserves the right not to give a refund of the rental cost for cancellations made within the period of seven days prior to the commencement of the hire period. The refundable deposit of £100 (see paragraph "2" above) will be re-credited in full.

No refunds can be made on un-used rental days where equipment is returned early.

5. Returning Equipment Late.

Where the Hirer does not return the equipment at the end of the hire period as specified, the Company reserves the right to charge the Hirer a charge of £10 per day or part thereof up to the replacement cost of the equipment, as specified in paragraph "6" below, together with any legal fees or associated recovery costs.

6. Liability

The Hirer accepts full personal liability for the equipment from the time they receive it from the Company, until it is returned to the Company at the end of the hire period. The Company reserves the right to charge the hirer the full replacement cost of such equipment in the event that it becomes damaged, lost or stolen during the period of hire, or until it has been returned to the Company. The replacement costs are as follows: Roof Boxes £250, Roof Bars £100, Foot Packs £50 and replacement keys £10. The provision of adequate insurance cover for the equipment is the sole responsibility of the hirer.

After the equipment has been fitted by the Company it is the Hirer's responsibility to ensure that these items remain properly fitted during the period of hire. The Company accepts no liability for any charges levied by third parties for the carriage of equipment. The fabric of the Company's equipment must not be altered in any way without the prior consent of the Company. The Hirer will be liable to the Company for the replacement cost of the equipment, (as detailed above), in the event that such alterations are made.

Please be aware of height restricted access and do not take your roof box through a car wash.

7. Unforeseen Circumstances

It is possible that the equipment which you have pre-booked may have been lost or damaged by the previous hirer. In this event, the Company will use every endeavour to provide the Hirer with the correct equipment however there may be an occasion as a result of unforeseen circumstances where the hire may have to be cancelled. In such cases the hirer will be advised as soon as possible before the date of hire and the hirer will be entitled to a full refund in respect of their booking. The Company accepts no further liability.

8. Complaints

Roof Box Hire Ltd is committed to customer service. If you have any complaint, please advise us by email and we will endeavour to resolve any issue within 5 days of the receipt of any complaint. If you are dissatisfied with the standard of equipment, you should advise us immediately.