

TERMS & CONDITIONS OF HIRE

1.1. SPECIAL AGREEMENTS

The agreement is for 4 weeks hire from the date of your installation. Should the furniture and accessories be required after the 4-week period (or 6 weeks if your invoice states 2 weeks free) or (8 weeks if your invoice states 4 weeks free), it will be charged on a weekly basis as noted on your quote / tax invoice until notified. No discount or refund is applicable to your contract in the event the property has been styled and is sold prior or during your campaign. For collection of hire furniture and accessories, 3 days' notice is required in writing to hello@styleness.com.au and is the responsibility of the Client / Hirer or their Agent.

ART HANGING

An Art Hanging fee has been included in your quoted price. Art will be hung in areas that Styleness feel is in the right position and height for the overall room. Art hanging is included only for artwork supplied by Styleness. An additional charge of \$220 will be included for Styleness contractor to hang your artwork. (Max 6 pieces). This includes using drills, screws or hooks depending on the wall material. Whilst all care is taken - Styleness will not patch, repaint or touch up walls due to wall fixings or that may get damaged or scuffed during art hanging. Styleness are not insured to hang artwork belonging to yourself or your client. We are able to do so only on prior arrangement. Though all care will be taken, we take no responsibility for damage property or to goods not belonging to Styleness. Should you require any heavy, large pieces to be hung on the wall (i.e. floor standing mirrors) it is your responsibility to arrange your own professional tradesman.

PERSONAL ITEMS

No responsibility will be taken for personal items brought to empty properties after we have installed – if you bring your own items please be onsite at the time of collection to make sure your personal effects do not get collected with Styleness Hire accessories.

1.2. CLEANING / DAMAGE / STOLEN GOODS

The Hirer / Client will be charged a minimum of \$50 for each and every item that in the opinion of Styleness or its rental company acting reasonably requires cleaning upon the return of the goods, including furnishings, rugs, linens, towels and any other items. Note, all linen supplied by Styleness is strictly for display purposes only and at no time shall be used. The Hirer / Client is responsible for care of all goods during the rental period. In the event any item is damaged or stolen while under hire, including damage caused by pets and sun, then the costs of replacing or repairing these goods shall be the responsibility of the Hirer / Client.

1.3. DELIVERY / PICK UP / ACCESS TERMS

A two-way delivery charge is \$545-\$945 within business hours 9am - 3pm Monday to Friday. A standard delivery time of 4 hours has been allocated. Please advise us if access is difficult and will require a longer delivery time. Anything over the standard delivery time will be charged at a rate of \$50.00 per 30 minutes. As our "Client" it is your responsibility to be on site for both the delivery and collection unless other arrangements have been made with Styleness. It is also a requirement that we can only deliver to a safe working environment. Please ensure that there are no trades on site and we can enter all areas of the property safely and easily. If our team do not feel that we can complete delivery you may be charged a re-delivery fee. NOTE: Pick up of items will require notification in writing 3 days prior to requested date via email to hello@styleness.com.au and is the responsibility of the client or their Agent. ***Please note: This fee is for deliveries & pickups within our normal business hours of 8:30am – 3:00pm – any requests for deliveries or pickups outside of these hours will result in an additional charge. If your property is sold prior to the end of your hire period, please note that all furniture and accessory hire is to become available and returned to Styleness at their request. For OH&S reasons, our delivery team must wear shoes while carrying goods in and out of the property. In the event you cancel or re-schedule a pre-arranged delivery or pick up within 3 days of the agreed date, an additional fee of \$900 will be charged. Cancellation / Re-scheduling notice applies from Monday – Friday. (Saturday and Sunday excluded from any notice)

The property or space that we are completing must be prepared for installation prior to Styleness arrival. This includes removing any unwanted items that are in the rooms or access paths to the rooms that will be styled. Styleness are not responsible for moving any items that are not our own and may refuse to install if there are obstructions preventing a safe and seamless delivery and installation. In the event our team move items that are not our own, no responsibility will be taken for any damage done to the item or property. All trades and cleaners must be finished prior to our team's arrival. Please note that we are not able to install if the site is not safe for our team, works are still being carried out at the property or the walls are wet with paint. If we are not able to install or collect due to the property or client not being ready, existing obstructions such as furniture need to be moved or due to an unsafe site, a fee of \$600 will apply.

1.4. PAYMENT TERMS

Payment for first 4 weeks hire (or 6 weeks if your invoice states 2 weeks free) or (8 weeks if your invoice states 4 weeks free) is required prior to installation via bank cheque or EFT or as per any promotional terms as noted on your quote and or tax invoice; If any job is cancelled 72 hours prior to installation a 20% fee of the total quote / invoice amount will be charged, 48 hours a 30% fee, 24 hours a 50% fee; Cancellation notice applies from Monday – Friday. (Saturday and Sunday excluded from any notice). The minimum cancellation fee of \$900 will be applied; If at any time a job is cancelled within or outside the notice period a \$350 consultation fee will apply. Failure to meet these payment terms shall attract an overdue interest payment of 10% per annum calculated daily.

1.5. PAYMENT TERMS (STYLE NOW PAY AT SETTLEMENT)

Additional to clause 1.4, Payment terms offered as "Style Now Pay at Settlement" require no deposit with the invoice due no later than the day of Settlement of the sold property or 90 days post installation. (Whichever is the earlier); The Client agrees to allocate and pay any due and payable monies via the Agent Trust Account where the deposit monies are held; If the Property does not sell, the Client agrees to allocate and pay any due monies via EFT to Styleness Pty Ltd, no later than 90 days post installation; No interest is payable to Styleness up to the day of Settlement of the sold property or 90 days post installation. (Whichever is the earlier); Failure to meet these payment terms shall attract an overdue interest payment of 10% per annum calculated daily; Extended hire outside the agreed contract period is excluded from any Style Now Pay at Settlement offer and must be paid one week in advance upon the expiration of the initial hire period. Terms and Conditions must be signed and returned to Styleness Pty Ltd at the time quote is accepted to validate this offer; For a limited time only. Styleness Pty Ltd reserves the right to cease the promotion / offer at any time;

1.6. ACCEPTANCE / TERMS & CONDITIONS

Quotation is valid for 30 days. To proceed with this order please accept these terms and conditions via clicking on the link within the quote email. All terms and conditions must be accepted in full and submitted to Styleness for approval a minimum of 5 days prior to delivery for installation to proceed, paperwork received after this will delay installation. If the Hirer / Client reschedules an installation within 3 business days of the pre-arranged time slot, a rescheduling fee of \$600 will be incurred. In the event Terms & Conditions are not signed by the Hirer / Client, they will deem to be accepted upon the date of installation.

1.7. RETURN AND REFUND POLICY

Returns and refunds are not applicable for any services through property styling or staging.

For returns and refunds outside of these services the following policy is applicable: -

Returns - You have 10 calendar days to return an item from the date you receive it. To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging. Your item needs to have the receipt or proof of purchase.

Refunds - Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your refund is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping - You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

1.8. GENERAL

The Hirer / Client agrees to allow permission free of licence fees or chargers the use of before and after photos taken of the property. It also consents to the use of professional photos taken by the agent for use by Styleness Pty Ltd as promotional material and website content. Styleness strictly prohibits the use of any hired items to be used within short term rental properties. Example Airbnb, Stayz etc.