



Terms & Conditions of Hire

- 1. Hire Charges:** All quoted services may be revised or withdrawn prior to acceptance of the order. No order will be accepted without receipt of a written quotation. Upon acceptance of the order, the hirer is liable to pay any fees due according to the terms stated in the invoice. No order is confirmed until deposit has been received, Deposit amount is 25% of total hire value. Late payment may delay or prevent delivery; full payment must be made before any work commences.
- 2. Hire Periods:** All equipment must be returned or made available for collection at or before the time agreed. For each day it remains outstanding the hirer will be charged the 1.5x the daily hire rate for each outstanding item.
- 3. Cancellation:** If an agreed hire is cancelled 14 days or less prior to the starting date of the hire, the deposit (25% of total) will be retained by SB Audio Solutions. If cancelled before 14 days of intended hire a full refund will be issued. For services booked 1 week or less from the event date if canceled SB Audio Solutions reserves the right to retain up to 50% of the invoice amount.
- 4. Ownership:** All hired equipment remains the property of SB Audio Solutions. The hirer may not sell, lease, sub-hire, modify or dispose of hired equipment under any circumstances.
- 5. Specified Equipment:** We are always trying to upgrade and improve our systems and equipment available. The equipment provided may therefore not be exactly as specified (although it will be equivalent to the equipment specified).
- 6. Condition of Equipment:** Where equipment is hired without one of the SB Audio Solutions team setting up, the hirer is agreeing that all equipment is working and in good condition once collected/delivered. All equipment is tested prior to delivery.
- 7. Use of Equipment:** It is the hirer's responsibility to ensure hired equipment is used safely and legally. Equipment may only be used within manufacturer guidelines. SB Audio Solutions is not liable for claims or costs that may arise from misuse of equipment that could cause harm to others. Where applicable, loudspeaker controllers are supplied correctly configured, and may NOT be adjusted or bypassed. Any misuse of hired equipment entitles SB Audio Solutions to its immediate recovery without notice and the hirer may be liable for a penalty charge and may result in further action if it has been tampered with or damaged.
- 8. Service and Repair:** No service or repair may be carried out by the hirer. Where user replaceable parts (e.g. fuses or lamps) are fitted by a hirer, only manufacturer specified replacements may be used. Removal of covers or cover screws in all cases invalidates the manufacturer's warranty, and the hirer is liable for the full cost of replacing equipment where evidence of such tampering is found.
- 9. Loss or Damaged Equipment:** We cannot accept responsibility for crowd control or for the safety or security of any other premises', and unless it arises through the actions of SB Audio Solutions, the hirer is liable to SB Audio Solutions for the whole cost of any damage, theft or loss of SB Audio Solutions' equipment at the event site however it is caused.
- 10. Equipment Failure:** All equipment is of professional standard therefore catastrophic equipment failure is unlikely, however with the nature of technology SB Audio Solutions cannot accept liability for any direct or consequential losses arising from equipment failure.
- 11. Loudspeaker Volume:** Our loudspeaker systems are capable of producing very high sound pressure levels. It is the hirer's responsibility to ensure that anyone who may be affected takes any necessary steps to protect their own hearing.

By accepting goods/services from SB Audio Solutions you are agreeing to our terms and conditions. The acceptance includes the arrival of equipment and/or staff on an event site, whether the customer is present or not.