



# Welcome to ITIYA STUDIO's rental service

Thanks for your interest in renting some of our garments. Your experience is important to us, and we want you to feel special, therefore if you require any further guidance, please contact us directly. For now, key points in relation to your hire. Please see the terms for rental below. If you are happy to agree, please reply to this email saying that you agree and when you would like to come to the studio to pick it up. We advise that you read our T&Cs carefully.

## GENERAL POINTS

- Hired outfits are made up of different garments that you must return at the end of the contract.
- Hire garments cannot be altered in any way. Please note charges will apply if any garments are altered by you.
- When selecting a hire outfit, we recommend discussing the fit of the outfit, as not all outfits are suitable for some body shapes.
- Ensuring we keep you up to date regarding your order is as important to us as it is to you, so please ensure your contact details, including your phone number and email address, are correct.
- We may update these T&Cs from time to time, please keep up to date by checking all of our terms and conditions.
- You may receive other documents from us during the order process, such as order forms, confirmations and till receipts. Anything contained in these T&Cs will take priority, then order confirmations.
- You confirm you are 18 or over.
- All references to “you” in these T&Cs refer to this lead person and or company you represent.
- Once we have confirmed your order in writing, there is a binding contract between you and us and no other party has any right to enforce any contractual conditions.
- You must make sure that you, and all members of your group have read and agreed to these T&Cs
- You accept full financial responsibility for all of the individual orders.



- Each individual order will end when all hired garments in the contract have been returned to us. When it ends, this will not affect our right to receive any money which you owe to us.

## RECEIVING YOUR OUTFIT

It's almost time for your event or shoot so we want to ensure you look and feel your best and our team is happy to assist as much as we can.

You may choose to either collect your outfit or have it delivered by one of our couriers.

We are not liable if we fail to make the hire outfit available if it is because of an event beyond our control or something which is your fault.

## PICK UP

Please make sure you have all your hire items before leaving on collection.

### Pick up at studio: £ FREE \*\*

Collection is after 2 pm and returns before 2 pm. Both won't be included in your rental days.

### Pickup address:

Itiya Studio (Studio 3b, doorbell #2)  
17-21 Sunbeam Road  
Excelsior Studios,  
London, NW10 6JP

## DELIVERY

It is your responsibility to make sure you are available when the outfits are due to be delivered. If you are not available, we will attempt to deliver the goods again and if you are not available on the second attempt, we will treat the contract as cancelled by you.

You will be responsible for the garments when we receive delivery confirmation to the delivery address you provide.

We advise that you only request deliveries to addresses within your control. Once the item, garment or outfit is sent out for delivery it is out of our control.

### Intra-UK parcel delivery sample rates:

DELIVERY TIME WITHIN UK	Delivery price starting from
1 business day	From £9.59 VAT incl.
1 business day by 12 PM guaranteed	From £9.59 VAT incl.



Morning delivery by 10.30 AM guaranteed	From £15.59 VAT incl.
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Every effort will be made to deliver your parcel within the time-slot, but this cannot be guaranteed due to occasional delays outside of our control.

## **PAYMENT**

For us to reserve the garments you want, you are required to pay a deposit of £10, which will be deducted from the total rental cost.

Payment must go through before pick up.

## **CANCELLATION FEES**

We understand that sometimes things don't go to plan. So if you would like we can look at moving the collection or delivery date to a different date or make other changes feasible changes, but if you need to cancel your order, and do not want the outfit anymore, the cancellation charges are as follows:

### **Cancellation charges:**

With a notice of over 24-hours you will get a full refund of your deposit.

Cancellations of 24-hours or less will forfeit the deposit. In scenarios where the item has already been sent the cancellation fee is equivalent to up to one days rental charge.

## **RETURNING YOUR OUTFIT**

Your return date is stated within your order confirmation. You must return, or make your outfit available, by or on this date.

Our teams will charge an additional fee per day and per individual order, after the agreed return date.

Collection is after 2 pm and returns before 2 pm. Both won't be included in your rental days. However, if you're renting for less than 24 hours, you'll still be charged for the 24 hours.

When you return your order, we need to ensure all items making up the order have been returned. Therefore, we do require that you go through your order upon return with a team member to ensure everything is present and you have not left anything behind.



It is your responsibility to ensure you only return the hired items. We shall have no liability whatsoever for items you return which were not included in the original hire order from ITIYA STUDIO.

## **LATENESS**

We determine if an item is late by the time it was sent back and not necessarily by the time it is received back.

Late fees occur when the renter doesn't drop the item back with the agreed time. Because not having the item available by the agreed date can affect us commercially.

And if it is returned by courier or post, you, the renter, are responsible for sending it by the date specified in your request. Once that date is satisfied, you are not held accountable for shipping delays that are out of their control.

## **CLEANING AGREEMENTS**

Please return the garment(s) in the original condition of cleanliness and or if the garment smells, please dry clean at your own expense.

## **Damaged product fees**

In situations where the goods are returned with any harm (stain, tear, break, piece missing), it will result in you paying the full price of the garment.

## **APPROVAL OF THE AGREEMENT**

Click-to-accept or Sign to accept the Rental T&Cs and [Store T&Cs](#).

We advise you to read our T&Cs carefully. Signing the agreement means the renter acknowledges they agree to these terms.

PRINT NAME \_\_\_\_\_

SIGN \_\_\_\_\_

DATE \_\_\_\_\_