



Taurus Wines

Whipley Manor Farm, Bramley, Guildford, Surrey. GU5 0LL
(01483) 54 84 84 www.tauruswines.co.uk email: admin@tauruswines.co.uk

Glass loan/ Hire items terms and conditions

Our glass loan is a free service to customers provided the following conditions are met, they are all pretty much common sense and can be summed up as – treat the kit as if it was your own and it will be free, abuse it and it will cost you!

- For free hire glasses must be returned **DISHWASHED** and polished in clean trays, a quick rinse in cold water doesn't count! **Handwashed glasses will be charged for as there are always bits of tea towel residue, lipstick or water marks remaining.**
- We are quite happy to accept back glasses unwashed for a cleaning charge of **£ 4.00 (plus VAT) per tray** of 24 (for reference Majestic/ Oddbins charge £ 2 per dozen). It helps us greatly if dirty glasses are left upright in their trays as it stops wine dribbling into the boxes. Part used boxes/ boxes that have been left outside are charged at the full tray rate. This will be increasing to £ 4 per tray + VAT from 1st January 2008.
- Our chiller bins we let out are for use for keeping drinks cold only – they are not for use as dustbins. If bins are used as such a charge of **£ 2 + VAT** is made for cleaning/ sterilizing.

Breakage/ Loss Charges

If items are not returned or are returned damaged, the following charges are applicable. This is the replacement price at cost and is not subject to any quantity discounts:

Our Italian Crystal Glasses / handled pint glasses and ISO tasting glasses	£ 1.50 plus VAT
Our tumbler glasses/ shot glasses/ straight pint glasses sherry/ port glasses/ Savoie wine glasses	£ 0.85 plus VAT
Paris goblets	£ 0.25 plus VAT
The plastic trays the glasses come in (this is cost price) This is charged even if boxes are just damaged – e.g. by cigarette burns as this makes them leak.	£ 14.95 plus VAT
Glass-fibre heavy duty chiller bins	£ 14.95 plus VAT
Glass Jugs	£ 3.95 plus VAT
Igloo thermal ice box	£ 125 plus VAT
Champagne buckets	£ 14.95 plus VAT



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Glass Hire/ Hire Items

If you are not buying your wine or champagne from us and need to borrow glasses (for instance if you have been to Calais for part of the order) the following charges apply:

All wine glasses/ flutes £ 6.25 + VAT per tray of 24 or equivalent, including cleaning.

Champagne Buckets £ 2 + VAT per unit

Free glass loan is proportionate to the order eg if you just take still wine and no champagne from us and borrow wine glasses and flutes, the wine glasses will be free (if returned clean) whereby the flutes will be chargeable.

If you feel this to be high please do compare the prices with local hire companies such as Bentley Brown or Place Settings (our Crystal glasses are equivalent to their Michelangelo Crystal selection which they hire at 28p + VAT per glass, Savoie glasses they charge 18p + VAT with a delivery/ collection charge of a minimum of £ 15 + VAT each way on top.)

If due to glasses or equipment coming from separate sources (for instance from a pay-bar after a meal or from a caterer) the two sets of glasses/ hire items become confused, it is the hirers responsibility to sort out the return of the correct items within 48 hours of the event. After this time Taurus Wines Ltd reserves the right to charge at £ 15 + VAT per hour, + 50p per mile for any time/ travel involved in sorting out this sort of issue on behalf of the customer.

Hire items are to be returned within 48 hours of the event, unless prior agreement has been given

Sale or return terms and conditions

We are happy to provide a sale-or-return service on your party items provided the following conditions are met:

- 1 – **No more than 25%** of the total value of sale or return items are returned.
- 2 – **Items are in pristine saleable condition.** For instance white wine cannot have damaged labels as a result of being left in icy water. *Hint: if you are worried about this happening carefully place the bottles in a watertight bin bag prior to adding the water/ice into the bucket.*
- 3 – Sale or return has to be by **prior arrangement and is for whole unopened cases only**, as certain items (for instance spirits, or wines we don't normally stock and that are special orders) are exempt.
- 4 – **We do not accept back split/ repacked cases of beer or soft drinks.** Although part cases of wine can be accepted back we do ask that the wine must be in its original cases (please be careful not to store boxes outside in the rain.)
- 5 – The goods must have been **stored appropriately** whilst in the customers care. Wine/ Champagne must not have been allowed to freeze or have been left in excessive heat.



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6 – **Goods must be returned within 48 hours of the event**, unless otherwise specifically agreed in writing.

Other party services/ collection charges

We are also willing to recycle any **empty bottles** of wines originally supplied by us, provided they have been left in a neat and easily loadable fashion and an extra trip just to collect them is not required.

We charge £ 7.50 + VAT for this service, but don't collect extra bottles as being a business we are actually charged for disposing of our glass waste even if it is for recycling. (To give you an idea, if we were to take the bottles to the dump we are charged as a minimum £ 40 + VAT per load.) We do not collect general party waste.

Whilst free local delivery on orders over £ 150 is part of the service, if leftovers/ glasses etc need collecting this is subject to a charge of £ 15 + VAT or 50p per mile (whichever is the greater) on orders totaling less than £ 300 as this is equivalent to two deliveries.

Waiting time due to customers not being ready at the agreed delivery time (for instance waiting for caterers to arrive with keys to a venue or sitting in reception for a signature) is charged at £ 4 + VAT per 15 minutes or part of.

Deposits

Unfortunately due to repeated problems with customers not returning their glasses as promised and the extra work/ cost burden this entails, hire items are now subject to a deposit of:

- £ 30 per tray of 24 glasses,**
- £ 20 per standard chiller bin,**
- £ 4.65 per jug,**
- £ 15 per ice bucket,**
- and £ 100 per eski box.**

I have read and understood these terms and conditions:

Signed

Please print name

Date