



Terms & Conditions

Terms & Conditions are not intended to limit any rights you may have as a consumer or other statutory rights that may not be excluded or in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.

Availability

All of our costumes are subject to availability. As you will see from our online catalogue, we have a variety of costumes and often have many of the same item. However, sometimes these items may be out on hire. It is always best to contact our office and a member of staff will be able to let you know, very quickly if the item you require is in stock and if necessary attempt to recommend an appropriate replacement.

Cancellation

When you place an order with That Perfect Costume you will be charged a deposit of 50% of your total hire cost. This deposit secures your booking but is non-refundable. If you wish to cancel your order we politely ask that you inform us with as much notice as possible but you will not be liable for any refund.

Delivery charges

We operate a 'Next Day Delivery' service and will aim to have your order to you as fast as possible. Where this service is not possible for whatever reason, we will attempt to contact you and make alternative arrangements. Please note: you will be liable for any extra delivery charges due to failure to take delivery of your order.

Colours

Different computers reproduce colours in slightly different ways and so exact colour matches are not possible over the Internet. Because of the type of products we offer, there can be minor variations in colour and style from the descriptions and pictures on the website.

Contract

By placing an order with That Perfect Costume you are agreeing to enter into a contract which is deemed to have been made in England and is governed by English Law and the parties agree to submit to the exclusive jurisdiction of the English courts as regards any claim, dispute or matter arising out of or relating to this Contract.

Price quoted on website subject to change. Please contact us to be sure.

Whilst we do our best to make sure our website is kept as up to date as possible. There is always the chance that prices may differ from time to time. Please pick up the phone and speak with one of our friendly staff who will be more than happy to advise you.

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Conditions of hire

It is assumed that customers have read, understood and agreed to the listed conditions of hire on booking a costume or costumes.

YOU MUST BE 18 YRS OR OVER TO MAKE A BOOKING OR HIRE A COSTUME.

All Costumes remain the property of That Perfect Costume Hire.

The named hirer has the sole responsibility for the costumes until the costume is returned to That Perfect Costume.

It is the responsibility of the hirer to make sure that the measurements given are accurate.

That Perfect Costume accepts no responsibility for garments that are later considered not to be suitable or ill fitting, no refund of the hire fee will be given if the costume(s) provided are sized to the measurements provided.

Customers must wear underwear whilst wearing our costumes.

Customers should check their costume thoroughly on the day of receipt and advise That Perfect Costume of any damage, marks, or items missing. Any damage not reported on the day of delivery will be charged to the hirer.

Costumes must be returned on the day specified on the hire agreement. Failure to do so will result in a surcharge of half the total hire charge per day. Costumes must be returned to That Perfect Costume Hire using the delivery service prescribed.

If a costume has been booked and subsequently damaged by a previous hirer before your hire date, we will offer a comparable replacement.

Customers who do not return costumes (for whatever reason) will be prosecuted.

Customers must not pin, sew, glue or clean or iron any costume that is hired.

A charge for the cost of replacement or repair will be charged if:

- A costume is returned beyond reasonable repair.
- The costume is returned needing specialised cleaning.
- The costume is returned with permanent damage, i.e. cigarette burns
- The costume is returned with missing items.
- Any modifications have been carried out to the costume, without the express prior permission by That Perfect Costume.



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- The costume is not returned to That Perfect Costume.

(Please see 'Payment' section for more details)

Please note: Goods lost in transit back to That Perfect Costume are the responsibility of the hirer.

PLEASE DO NOT LAUNDRY THE COSTUMES UNDER ANY CIRCUMSTANCES. WE WILL DO THIS.

PAYMENT

Payment terms:

- A 50%, non-refundable deposit is due at the time of placing your order as this will secure your booking.
- An additional deposit is also required on top of the hire fee to cover costs in the event of loss or damage to hired items. This is calculated on the value of the order placed at the time but will be a minimum of £20*
- The deposit does not cover the full replacement cost of the costume. We reserve the right to charge up to the full replacement cost of any item.
- The remaining balance will be required prior to shipping your order.
- *Once all items have been checked by our staff and are satisfactorily returned, then this will be refundable subject to our terms and conditions.
- Payments can be made in cash or by bank transfer, details given when placing your order.
- Unfortunately, at this time, we are unable to take card payment and we do not accept cheques.

Please ensure you sign and return a copy of these terms and conditions with your order.

Signed Date