

Tabella

Terms & Conditions

Please read through our Ts & Cs to ensure a smooth and seamless order and service process



1. PLACING ORDERS

- **Whatsapp message** us on +2347052629333 or via the Whatsapp link through the Contact tab on our Instagram to ask for our catalogue and price list and/or to place an order!
- Please endeavour to **message rather than call**.
- For logistical reasons, please note that **we cannot accept orders within 24hours of the proposed delivery time and within 48hours where proposed delivery is on a weekend**. We are only able accept orders up to 24hours before delivery (48hours for weekends), and based on stock availability.
- Orders **cannot be changed within 24hours** of scheduled delivery.
- Full payment is expected for orders **at least 24hours before** scheduled delivery.
- Please note that we have a **minimum order sum of N15,000** for rentals (including Service Charge but excluding the Delivery Charrge and Refundable Deposit Fee)

2. APPLICABLE CHARGES

- Please note that on top of the rental fee, a **service charge of 10% of the total rental sum** is applicable on all orders, as well as a **refundable deposit fee of 20% of the total rental sum**. The refundable deposit is returned on confirmation that the rented items have been returned in satisfactory condition.
- In the event of any damage to, or any loss of, rented items, the **customer is liable to pay the applicable damage/loss fee** for that item. The refundable deposit fee will be applied towards this.
- The rental fee is payable in respect of all rented item, regardless of whether the item was eventually used or not, so long as it was rented.
- We offer a drop off and pick-up service for an additional fee, **delivery charge**. The delivery charge is dependent on the drop off/pick-up location.

3. RETURNS

- Unless agreed prior to delivery, following the rental event we will reach out to arrange a pick-up time/return time slot.
- Please **maintain the bubblewrap packaging** that arrives with the tableware and ensure that when dropping-off the rented items (in the event our pick-up service is not used) that the bubblewrap is placed between delicate items.
- All rented items must be returned in satisfactory condition. We expect all rented items to be **picked-up/returned together, not in batches**. For hygiene reason, **we expect all crockery to be washed before returned**. However please **do not wash the table linen**, as we will take care of this on our end.
- We will refund your refundable deposit within 48hours of the pick-up/drop off, allowing time for assessment of the returned items. Please promptly provide an account for the refund so the refund process is not delayed.

Thank you for your understanding and cooperation. We look forward to enhancing your event with our beautiful tableware and table linen.

If you have any questions or need further assistance, please send us a Dm or Whatsapp message us.