



Hour Hands Ltd. Terms and Conditions for School Uniform Labelling Service

1. GENERAL

- 1.1 Hour Hands Ltd. registered offices are Bradshaw Johnson Chartered Accountants, Croft Chambers, 11 Bancroft, Hitchin, Herts SG5 1JQ. The company number is 9391637.
- 1.2 As a Client of Hour Hands Ltd. you agree to these terms and conditions when you instruct Hour Hands to complete a project or service.

2 SERVICE TERMS

- 2.1 This service is subject to availability and if Hour Hands Ltd. is unable to deal with any request, we will inform you as soon as is reasonably practical.
- 2.2 We will only undertake labelling school uniform on receipt of a completed "school uniform item form". It is the client's responsibility to check that the details on the form match the items in the bags that Hour Hands receive.
- 2.3 Collection and delivery is available and carries a charge of £5 within a 10 mile radius of SG4. For bookings beyond that distance we can advise of the cost of collection and delivery on request.
- 2.4 A postage service is available on request, please email for details. We will advise of the charge for this.
- 2.5 Uniform can be dropped off at specified times, this will usually be on Tuesdays and Thursdays, but we will confirm by email.
- 2.6 Uniform must be placed in a suitably sized bag (such as a Stevensons' carrier bag) with name labels. The bag must be clearly labelled with the child's name. Sibling's uniform must be placed in separate bag(s).
- 2.7 Hour Hands will make every effort to complete the labelling of uniform as per the booking, but they will not be liable if a service or task cannot be completed for reasons beyond their control (e.g. strike, transport difficulties, act of god, war, riot, malicious damage, accidental breakdown of equipment, flood, fire, storm or other unforeseen circumstance).
- 2.8 When handling Client's possessions Hour Hands Ltd. will always take great care. Nevertheless, accidents beyond our control may occur. We shall not be liable for losses or damage, however they are caused.



3 SERVICES BY THIRD PARTIES

- 3.1 Completion of some services may involve services by a supplier or a third party. Every effort will be made to ensure that suppliers are reputable and trustworthy.
- 3.2 When requested to order uniform labels the suppliers' charges for the relevant services will be included on the Client's invoice.
- 3.3 Suppliers are responsible for providing the Client with the services or products concerned. Hour Hands Ltd. will not be responsible for the actions of suppliers.

4 INVOICES & PAYMENT TERMS

- 4.1 On completion of the service Hour Hands Ltd. will provide the Client with an invoice. The invoice will include a list of services with any additional charges incurred.
- 4.2 Invoices must be paid by the client within 14 working days of the date of issue, unless there is an agreement made prior to the end of the 14 working days.
- 4.3 In the event of a late payment i.e. payment is not received within 14 working days, a penalty of 5% of the total invoiced will be payable to Hour Hands Ltd.
- 4.4 After the 5% penalty in the first month of late payment, overdue invoices will be subject to a monthly service charge of 2.5%.

5 PAYMENT METHODS

- 5.1 Payment may be made by bank transfer or cheque. Cheques will need to be paid to Hour Hands Ltd.
- 5.2 In the event of any cheque being refused by the bank, the client will be responsible for all bank charges resulting from returned cheque.

6 WEBSITE & EMAILS

- 6.1 Hour Hands Ltd. takes reasonable precautions to ensure that their website, emails and documents are free from viruses, but this cannot be guaranteed.

7 COMPLAINTS POLICY

- 7.1 In the unlikely event that you are not completely satisfied with the work carried out you must notify us within 48 hours of collection.