

FAQ (Frequently Asked Questions for those of us that are continually baffled by acronyms)

Does the hire price include GST?

Yes, all prices on your quotation and invoice include GST.

Does the hire price include delivery and collection?

Delivery and Collection is quoted separately and depends on where it is being delivered to, the number of items you are hiring and if there are any special delivery and collection circumstances such as carrying furniture upstairs, collecting at midnight, city or the outback. Let us know as much information as possible and we will confirm the delivery and collection costs on your quotation.

How long is the hire period?

The hire period is generally for 1 – 3 days however this depends on the type of event. Please contact us and we are more than happy to discuss this with you and work out what works best.

What times do you deliver & collect hire items?

We can deliver and collect items 24 hours a day, 7 days a week. However, coming out to deliver pieces at 5am or collect at 1am or anything outside of our standard hours may incur surcharges for our team having to be out that late or early.

Can we collect hire items from you?

Most of our items are for our team to deliver and collect only. This way they are delivered and collected with care and are not damaged in transit. We do allow clients to collect and return crockery, glassware, cutlery and some of our smaller props but the easiest way is to ask, and we can discuss the best options with you.

Is there a minimum order?

No, there is no minimum order. You can hire as little or as many items as you want.

How can I request a quote?

We know people like to communicate in lots of different ways so you can request a quote by

- using the request form on this website, click on the CONTACT tab at the top of the home page
- Email joanne@jakshireandevents.com
- Ring Joanne on 0457 191 076
- Drop us a message on Facebook messenger

Let us know your email address, date of your event, and what kind of style or pieces you are wanting to hire, and we will send you through some information.

What happens if something gets damaged or goes missing?

If one of our pieces gets damaged or goes missing, we need to either repair or replace it. This is common with tableware and sometimes occurs with furniture pieces, if they are not being used how they are supposed to.

We will let you know what is missing or has been damaged, send you photos and an invoice for the repair / replacement amount. This payment is then due within 7 days.

Do we need to wash all tableware items?

All tableware items need to be rinsed of food and beverage. We would prefer the scraps go into bins after your party and not into our storage boxes.

Rinse glasses and place them right side up back in their boxes.

Rinse the crockery of all food and place them back in their crates.

Rinse the cutlery of all food. Our Monaco Cutlery (Gold, Black and Copper) stains very easily, so these need a bit more special attention. By doing this it means we don't have to discard any stained or damaged pieces.

- MONACO BLACK, GOLD & COPPER CUTLERY needs to be rinsed and dried. This cutlery is NOT to be left soaking in water at any time or left sitting with food on it.

Cleaning fees will apply if tableware is not rinsed.

Our team will then bring all the tableware items back to our warehouse, where we wash them to health and safety standards ready for the next client order.

Do we need to wash linen items?

No, you do not need to wash any linen you have hired including tablecloths or napkins. However, if you could make sure they are not filled with food and shaken out before they are placed in the bags provided.

Do I need to pay a deposit for my order?

Yes please, a deposit confirms your order and is a commitment from you to us and from us to you that we will deliver. The deposit is generally 30% of the invoice total unless stated differently. Once you have paid your deposit, we will send you a confirmation of payment.

How does payment work?

Invoices are to be paid in full before delivery. Payment information is also on the bottom of your invoice.

1st payment is a deposit to confirm your order – 30% of the invoice total

2nd payment is 50% of the invoice total and is 21 days before we deliver your order.

Balance payment is 7 days before we deliver your order.

If you have a last-minute order and have only decided to hire some pieces 7 days before your event, you will need to pay the full amount when you confirm your order.

The options to pay are by bank transfer, Visa or Mastercard and Cash. Once paid and we have seen the money in our bank account – we will send you a confirmation.

What is your cancellation and refund policy?

We know that sometimes things happen, and you may have to cancel an order. When you confirm an order with us and have paid a deposit, we commit to reserving those pieces for you for your event and they are not available for any other clients to hire at the same time. When you cancel an order, it means that we may have missed out on a hire of those items with another client and generally have already started to ensure they are ready for your order.

If you cancel your order and it is less than 30 days before we are due to deliver, then the 30% deposit will not be refunded.

If you cancel your order and it is less than 21 days before we are due to deliver, then we will retain 70% of the total invoice amount.

No refund will be provided for orders cancelled within 7 days of delivery.

What does the admin fee cover?

We love using abbreviated words in the event business. This is an administration fee and is included on all invoices. This fee covers our general running costs of the business and includes but is not limited to insurance, storage, site visits, putting together quotes and mood boards.

What are your opening hours / How do I contact you?

You can contact us by email or Facebook messenger 24 hours a day and we will try and answer your queries as soon as possible. We are available on our mobiles at reasonable times – it is the event industry after all so there is no such thing as office hours and there are times when we are busy setting up an event on site – so leave us a message and we will return your call. Generally, we will send out quotes during the week as we are usually on site delivering amazing events for our clients on weekends. However, don't be surprised if you get emails from us at all weird hours of the day and night.

We also have a warehouse where you can meet the team and experience the products you are thinking of hiring. Contact us for an appointment at our warehouse, to discuss your event or arrange a site visit at your venue of choice.

What if I have more questions?

If we haven't answered your questions above – we love to have a chat. Contact us and ask away. We always say no question is a silly question because if you knew the answer you wouldn't ask.

There is even more paperwork to read – our detailed terms and conditions - which has more in-depth information relating to the hire of equipment and services from JAKS Hire and Events.