

# BACKGROUNDS - How we work.

PROPHIRE

We are often asked the question “**How do you work?**” so we thought it would be a good idea to create this sheet that explains everything from picking the props to what happens when they come back.

## The Legal Bit

Whenever you hire props and/or engage our services, our Terms and Conditions and published price lists shall apply. This document is to provide you with a short summary of some of the key terms you should be aware of. For our full Terms and Conditions please ask a representative of Backgrounds for a copy or refer to our website [www.backgroundsprophire.co.uk](http://www.backgroundsprophire.co.uk).

## Customer

First of all we need a customer, that's you.

## How to pick your props?

For accurate and up to date prop selection we always recommend visiting the warehouse in person. We have parking and plenty of work space to style in. Whilst visiting you can charge your devices and connect to our free wifi. If you need inspiration we have a library of magazines and cook books, desk space to catch up on your paperwork and a lounge to relax while your props are being packed.

We do take email and phone requests. Sometimes these may incur a **styling fee**. Please contact us for more details.

## Styling in the warehouse.

Once you have found a space to work, feel free to use this to gather and store your props. When you are selecting backgrounds we always prefer if you could keep them in the racks where they are and then just add your reservation notice. If you could avoid attaching adhesive tape to the front of any of the backgrounds especially those with a painted or wooden finish.

If you are planning to **take your hire with you**, please let one of the team know as soon as possible.

## Reserving your props.

Reservations can be made up to a week in advance for props and two weeks for backgrounds. You can hire items that have been reserved as long as you return them the day before they are required. Once your reservation date has passed, the props will be returned to stock.

After you have **finished styling** we really appreciate it if you could put back any unwanted items, this will prevent any unnecessary charges.

Once you are **ready** find one of the team and we will then be able to process your hire.

## Hire Period.

The initial **hire period** is one week, e.g. You hire on a Tuesday you return the props on the following Tuesday. This can be extended up to a maximum of 12 weeks. **Rehires** are charged on a weekly basis once the items are returned but can be paid in advance.

## Hire charges.

Each prop has a code, the letters at the end correspond to a **price list**, which is posted around the warehouse. If you require a copy please ask one of the team. This is the price for the first week. The second week is charged at 75% of this price and the third and subsequent weeks at 50%.

## Payments.

Once your hire is ready to go all we need to do next is take your payment. We accept cash and card **payments**. If you want to use us regularly you can also apply for a trade credit account.

Sometimes we may request a **deposit** for non account customers and for larger jobs. This will be based on 10% of the risk value.

### **Confirming your job.**

After you have confirmed your hire and you then decide to **cancel** or **amend** it, unless otherwise agreed with backgrounds, you shall remain liable for all costs and expense incurred by us up to this date.

### **Arranging transport.**

We are able to arrange transport to and from your shoot within the M25. Once the props have arrived please check for any damage and let us know as soon as possible. If you are arranging your own transport it must be suitable for the items to minimise the possibility for any damages. Please use a **“same day” courier**.

### **Risk Value.**

We include a **checklist** with every hire, this has a detailed description of each item and shows the risk value of the items. This is the value for replacement and used to calculate repair costs.

### **Returning your props.**

All **packing** materials including straps, crates, bubblewrap and bags must be reused and returned. Please pack the items as they were sent to you to avoid any unnecessary damage and extra charges. All of our checklists include a **handy helpful handling tips** sheet.

If you have hired a prop that you now wish to use on **another job**, please call us.

If you would like to add small amounts of your **own items** to an existing transport collection from our warehouse please contact us in advance to discuss.

When your props are **returned** we process them and check for missings, damage and extras.

**Extra items** will be wrapped and labelled ready for your immediate collection, after four weeks we donate them to charity. Props that are marked from another prop house will be stored separately.

### **Missing items.**

We will let you know if there are any missings by sending you an **outstanding props checklist**. We know how tricky it can be to find things therefore we allow 4 weeks for the prop to be returned. After this time we will send an invoice for the loss. We always prefer to have the items back, so if you do find the item at a later date we will issue a credit note and refund.

### **What happens if the props gets damaged?**

You hire the props because of how they look and all we ask is that they are returned in the same state. We understand that accidents happen and sometimes props get damaged or dirty whilst on hire. We always want to be fair with any damage costs and by explaining our process, we hope this helps.

Whatever state the prop is in please return it to us for assessment. We then categorise damages in the following ways; broken, damage, repair, cleaning and laundry. The charge is based on how much of the prop is damaged and how long it will take to repair. We use the **risk value** or a **percentage** of this to calculate the charge. This can be found on the quote, checklist and invoice next to the item description.

In some instances it is hard to assess the damage until we have carried out some preliminary repairs. On these occasions we will let you know an **estimated charge**, this may be amended once we have established an accurate cost.

In all circumstances you are paying a risk value **not** a purchase price. At no point does paying the charge entitle you to the damaged items. These same rules apply while you are styling in the warehouse.

This summary is provided for your convenience only and is not legally binding. For our full terms and conditions please refer to our website [www.backgroundsprophire.co.uk](http://www.backgroundsprophire.co.uk) or ask a representative of Backgrounds for a copy.