



All items hired through Love Lilly Limited remain the property of Love Lilly Limited at all times, and must adhere to the following terms and conditions

The letters must not be moved by anyone other than a Love Lilly Limited representative.

Unless agreed in writing and mentioned in the hire contract by Love Lilly Limited, all light up equipment is for indoor use only.

Where price includes delivery and collection this assumes a daytime drop off and pick up (pre 10pm). Late night collections are charged as extra, additional charge of £15.

PRIVACY POLICY

Love Lilly Limited will only use the data given to us to produce your order.

We will not share this information with any other third parties. However, we may contact you from time to time by email with new offers. If you do not wish to be contacted please email us on the below address and we will ensure you are removed from our mailing list: admin@lovelilly.uk

This information includes- your name, address (for postage), and your email address. The data that you provide will be used to fulfil your booking, which we will keep on file for 6 years- unless you specify otherwise.

If you wish to complain about how we handle your data, please contact:
ICO <https://ico.org.uk/concerns/>

DAMAGE DEPOSIT

We ask for a £200 damage deposit on every booking which is refunded back to you on collection and inspection of goods.

Any damage will be assessed and charged appropriately, any damage in excess of £200, or if any of the hire products are missing, we will charge the full cost of the product plus £10. This will be invoiced to the customer after the collection.

If the lights have been moved by customers or venue staff, we will charge £75 of the damage deposit.

If we are held up at a drop off or collection due to lateness of venue staff or customers, the damage deposit will be held. We always allow for 15 minutes each way of the allotted set up and collection time.

CANCELLATION

A non-refundable deposit of £50 is charged to secure dates. Full payment is required a month prior to the event, or on order of branded items. Once payment has been received, we are unable to refund.

POSTPONED EVENTS

While we will do our best to accommodate any changes with your booking we cannot guarantee that your hire items will be available for your new date. Please get in touch with us directly regarding any postponed events so that we can check availability for you.

WHO WE ARE AND HOW YOU CAN CONTACT US

We are Love Lilly Limited (registered company number 11527848) registered address at 1 Durand Lane, Flich Green, Little Dunmow, CM6 3FS.

You can contact us in writing at the above address, or by emailing admin@lovelilly.uk. If you would like to speak to us, please call us on 07950189841.