



Frequently Asked Questions

Below are some questions that we get asked a lot, so we thought this little 1 pager might answer any questions you have about our service.

1. **Can I pay with my Credit or Debit Card over the phone?** Unfortunately not, we can only accept payment via BACS
2. **Can you 'Pencil' my date in, and then let me know if someone enquires for that date and come back to me?** Unfortunately not. With doing over 400 weddings and events each year, holding dates is something that we just can't do. It would lead to mistakes being made, so we try and keep things super simple. If you would like the items secured for your date, then we can raise an invoice for you where the Booking Fee can be paid.
3. **Is there a fee for me to collect from your warehouse?** No, there's no charge at all, and if you need any advice with size vehicle you may need, just let us know.
4. **When will you deliver and collect?** We are super flexible when it comes to this. If you go ahead, we will send over a handy little sheet for you to complete and let us know when you would ideally like us to deliver and collect. When it comes to us planning our schedule for that week, we then use this, and we can almost always deliver and collect when you need it, so if you can also be flexible that really helps us out!
5. **Can furniture be used outside?** Absolutely! We love to see people use our items outside, all we ask is that if it rains, you kindly take them under cover so they don't get soaked!
6. **Does the delivery include set up?** Our delivery charge covers your items being delivered to your venue and to the room you intend to use the furniture. If you would like us to set up the furniture for you, there will be an additional charge. This is individual to each quote so please let us know and we can quote for this.
7. **Can I hire for a longer period of time?** Yes of course! There may be an additional charge depending on how long, so just let us know.
8. **Can I visit the warehouse to see the items?** All of the images on our website show a true representation of our items, and as much as we would love to see you, our warehouse is very much a storage unit and not a showroom! The best way to see our furniture in different settings is to follow us on Instagram, where you will see our furniture set up, and lots of behind the scenes on our Instagram Stories.
9. **Can I amend my order once I have paid the booking fee?** Absolutely! We ask that your final choices are made no less than 30 days before your date as this is when your final balance is due. As and when you wish to add items on, just let us know and we can amend your invoice accordingly.