



ORDER

Customer Name: _____ Route No: _____
Address: _____ Pick Up Point: _____
Date: _____
Email Address: _____ Mobile: _____ VAT Invoice Required ☐

Total Qty Rugs: **Total No. Bags:** **Large Loose Batch Rugs:**

Quantity: _____ Quantity: _____

Outdoor & Stable Rugs Numnahs/Saddle Pads
 Coolers Necks (detached)
 Slinkeys Travel Boots (set of 4)

Misc Items: _____

SERVICES REQUIRED

- ☐ **Wash and check for repairs** - At least one standard **must** be selected (see repair policy)
- ☐ **Good** - All obvious repairs including lining and leg straps if in use.
☐ **Excellent** - All repairs including minute damage.
☐ **Basic** - Clips, Straps, Buckles, Structural Work & Holes in Outdoor Rugs
☐ **New Leg Straps**

☐ **Wash and do not repair any damage found**

☐ **Reproof** - Quantity _____ **Please note:** Reproofing is not included in the washing price and will be added separately to your bill.

Repairs Policy: The Rug Hub provides a professional horse rug washing and repair service. Our policy is to send all rugs back in good working order unless otherwise specified. We get many orders from customers without specific instructions. In cases such as these we will proceed to do any necessary repairs. If it is the case that you do not require repairs to be carried out, this must be stated clearly in writing when your order is submitted. Repairs will be kept to a minimum where we feel a rug is not worth spending a lot on. **We do not carry out repairs to rugs that have not been washed here in The Rug Hub.**

SPECIAL INSTRUCTIONS

1. _____
2. _____
3. _____
4. _____
5. _____

Checked by	
Done	by

Rug Qty.	Qty Different	Check by	Order Ready	Complete by

Customer Signature: _____

Order received by: _____

DATE ORDER REQUIRED

Thank you for your order. Payment terms strictly cash on delivery.

Terms and Conditions of Trade and Service

1. The Rug Hub will endeavour to supply and charge as advertised or displayed, but reserve the right to change pricing and services without prior notice, and in accordance with the prevailing economic climate.
2. Authorised pickup points may charge a handling fee, please check directly with them for their individual rates.
3. The Rug Hub will service, clean, reproof, repair and/or supply items in accordance with customer or persons instructions and in accordance with the item manufacturers recommended laundry instructions, but WILL NOT be responsible for any shrinkage, or damage to rugs including waterproof coatings on turnout rugs.
4. The Rug Hub cannot undertake guaranteeing for any particular outcome / timelimit and/or level of repair/service due to unforeseen circumstances out of the control of The Rug Hub, but will strive to maintain their very high standards at all times.
5. The Rug Hub will only undertake repairs to rugs which have been washed by The Rug Hub.
6. The Rug Hub cannot accept any liability for goods in service with us or goods supplied. Nor can they accept any liability for customers or persons entering the business premises.
7. The Rug Hub will inform customers or persons when supplied items are ready for collection, either by telephone call or text message.
8. Due to limited storage space The Rug Hub asks customers or persons to collect ready items within 7 days of notification, failure to do so could incur a charge, which will be calculated according to the size of the order and added to the customers' bill to cover alternative storage arrangements. A reminder will be sent to the customer or persons by either telephone call or text message within good time of stated collection date.
9. Delivery of items is available by prior arrangement at the time of notification.
10. Payment for services or goods is due in full upon The Rug Hub handing over serviced items or goods to the customer or persons.
11. Responsibility will not be taken for any loss, damage or theft of rugs left on our premises which are not collected within one week of notification of being ready.
12. Any concerns or complaints should be in writing only to beryl@therughub.ie
13. The Rug Hub assumes any acceptance of business to be under the above terms and conditions.

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