



Payment Terms

- 50% deposit on all orders – non-refundable, non-account customers
- Balance payable by cheque or credit card before dispatch
- All cheques will be payable to **All About Ice**
- Payment accepted : Cheque, MasterCard Credit/Debit, Visa Credit/Debit, Maestro/Switch/Solo & American Express

All card transactions – will incur a 2% charge rate (American Express 3%)

Payment

Card Type:

Deposit Balance: £

Balance Payment:* £

**Office use only. Balance must be paid prior to dispatch.*

Card/Cheque No.:

Expiry:

Valid from:

Security Code:**

***This will be taken over the phone upon confirmation.*

Cardholder Name & Address:

I/we can confirm that this contract has been read, including all Terms & Conditions.

And agree that they will be strictly adhered to:

Signature:

Date:



Terms & Conditions

General

- Please note we advise that deliveries should be made within an hour prior to viewing/guests arriving.
- We endeavour to make all deliveries on time, however, All About Ice takes no responsibility, nor will we pay any compensation, for lateness due to circumstances beyond our control.
- Our payment terms relate to customers without credit account facilities.
- Sculptures and luges generally weigh approximately 8 stone (65-70kg) unless otherwise stated; they must therefore be placed on a sturdy four legged table. Please note - do not use folding or trellis table or tables with one central supporting leg as this is very dangerous.
- All About Ice cannot accept liability for any injury arising from the misuse of sculptures or luges once delivery has been accepted and signed for.
- All About Ice will supply a drain tray.
- All About Ice will not be responsible for the disposal of sculpture or luge at the end of the event unless otherwise agreed.
- Any problems relating to a sculpture or luge must be reported within 3 hours of delivery as we can rectify in most cases, we cannot accept complaints after that time.
- Sculptures and luges should not be set up in direct sunlight as this can cause cracking.
- All About Ice retains the right to apply cancellation charges.
- Sculptures and luges should be dismantled no more than 7 hours after set up.

Luge Information

- Luges are designed to be used with alcohol. This ensures that the channel does not freeze. They may be adapted for use with soft drinks, please enquire as to this at time of order.
- Before use please ensure that the wire insert in the channel is removed or plastic dongel.
- The luge must never be used straight from the freezer. It should be left for approximately 60-120 minutes to avoid cracking.
- Due to the varying nature of designs the drink run may either be a surface or internal channel.
- Luges are designed to be used as "free pour".