



Printer Rental Terms & Conditions

Please take the time to read this document as it contains information critical to the operation and safety of the rental equipment.

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How the rental process works.

Our printer rentals are for a minimum of 7 days but they can be extended to meet your requirements. The 7 days begins on the day the printer arrives with you and is collected on the 7th day. We recommend that you have the printer for a few days before your event to ensure that it gets to you safely, you get it set up on your computer and you have at least 2 working days to contact us during office hours to ask any questions you may have about setting up and installing the printer onto your computer/laptop.

We take payment details upfront for the rental including the deposit, the hire fee, and courier charges but we only actually take payment on the day of dispatch. This gives you plenty of flexibility regarding changing any of your rental details but also the peace of mind that if you need to cancel within 48 hours notice that the payment has not been taken in advance.

Your media costs are taken out of your deposit at the end of your rental and you are only charged per print for what you actually use. We will send you the maximum amount of media that you will require for your event and if there is any leftover, simply return it along with your printer.

We are flexible in that we can book rentals at any point with up to 48 hours' notice but have been known to provide a rental printer with less than 24 hours. Terms and conditions do apply for a late rental booking including a £50 late booking surcharge.

A pre-arranged courier will both deliver and collect the equipment from the address provided.

Upon the return of the printer to us, the printer is tested by a technician, and a print count is taken.

Any returned unused media is also checked and we then calculate how many prints you have used. The total number of prints printed multiplied by the price per print is then deducted from your deposit and the remainder of your deposit is returned to you.

Confirmation of the rental order.

Your rental order is not confirmed with us until the following things have happened:

1. We have all details of dates, media size/quantity required, and shipping address.
2. Payment details have been provided.
3. Terms and Conditions have been sent, read, and agreed to via email.

To confirm your acceptance of the Terms & Conditions, we require a simple email stating the following:

"I have read and agree to the Terms & Conditions"

This email must be received before 3pm on the day of dispatch.

Without all 3 of these being completed, your rental will not be dispatched.

Payment.

If paying by card, we will require your card details upon taking the rental order. Your card, however, will not be charged until the day of dispatch unless requested otherwise. Our normal terms of payment are applicable regarding new customers paying by card. For new customers, the order must be sent to the billing address the payment card is registered to. This is also applicable to customers who have had previous orders with us but used alternative payment methods.

It is also possible to pay by BACS or bank transfer. Our bank details will be provided upon request and funds must be cleared in our account at least 24 hours before the dispatch date. When paying by BACS or bank transfer, we can ship to any UK address. We will also require your bank details to complete the refund at the end of your rental.

Last Minute Rental Bookings.

If you would like us to prepare and dispatch a printer within 48 hours of you confirming the rental order as per the terms above there will be a £50 surcharge applicable.

Delivery and Collection.

We use DPD as our courier. Their normal hours of delivery are between 8:30am and 6:00pm, although alternative delivery options are available. DPD can deliver before 10:30am or before 12:00pm, although additional delivery charges will apply for these options.

DPD can provide a 1 hour time slot on the day of your delivery. They will text/email this information to you on the morning of your delivery day as long as you provide us with an email address and mobile phone number.

Our couriers collect from System Insight at 3:00pm daily. We cannot guarantee that any rental orders confirmed after this time will be dispatched the same day.

As standard, all rental equipment sent/collected with our courier is covered for damage. However, we cannot claim for damage if the packing is deemed insufficient. Please see later in this document for details on correct packaging and packing.

On the day your printer is due for collection, DPD may or may not contact you via text message or email. Their hours of collection are between 8:30am and 6:00pm, a time window is not necessarily provided for collection.

We can collect the equipment from any UK address as long as we're informed at least 24 hours before the collection day. If no alternative address is provided, we will collect the printer from the address confirmed with you at the time of the order.

Support.

We have trained technicians in our offices Monday-Friday 9:00am-5:30pm who are available for advice and support for the duration of your rental (not weekends). They can offer help on installation issues such as drivers, setting the printer up and some software help. We strongly recommend you contact them with any questions Monday-Friday to ensure you attend your event with confidence.

Media Charges.

Media is charged at the end of your rental period and is calculated per print used. Prices can differ between models and are listed below excluding VAT:

6" Photo Printers

6x4" = 21p

5x7" = 42p

6x8" = 46p

6x9" = 50p

8" Photo Printers

10x8" = 90p

12x8" = 90p

You can only request one media size for your rental printer, regardless of the sizes it may offer. In some cases, you can produce smaller prints on larger media but please bear in mind that you will still be charged for the larger print size.

Purchased or pre-owned media

Should you already own media for the printer you are renting, or you wish to purchase the media upfront, you will receive the first 100 prints put through the printer Free of Charge; and 12p per print is charged for every print thereafter, for wear and tear and maintenance of the printer.

Insurance.

The person renting the equipment is responsible for any insurance during the rental period.

Cancellation.

Any rental cancellations within 48 hours of the dispatch date will incur a £50 late hire fee charge.

Once a printer has been dispatched we are unable to offer any refund on the weekly hire charge.

Receiving the Printer.

You must check your printer when it is delivered and check all packaging before you sign for the courier. If your goods are damaged in transit, there is usually noticeable damage on the outside of the box, especially with printers. Even if there is no visible damage, you must always test your goods immediately as you need to notify us within 24 hours if there are any problems or damages to your order. If you do not tell us within this time, then any refund or replacement may be delayed or invalid. If you are unsure of possible damage to goods in transit, always photograph the goods as you receive/unpack them as this helps with any damage claims.

Your printer does not come supplied as standard with a flight case, however, it does sometimes get shipped in one. If you do receive it in a flight case then please take note of the following:

Most printer flight cases have been designed in such a way that the printer should be used from within the case at all times. It will not overheat in the flight case and the media can be changed with the printer in the flight case. Power and USB cables can be left connected to the printer and simply tucked into the storage space at the bottom or rear of the flight case with the paper collection box, paper spools, etc.

Installation.

Your printer will require a driver to be installed on your computer. A disc is provided in the box but it is always recommended to download the most up-to-date version of the driver from either our website or direct from the manufacturer all free of charge. If you would like any help installing the drivers, please contact us directly on 01329 835500 and speak to one of our technicians who will be able to help you.

Testing.

We would advise you to test the printer as soon as possible when it arrives with you. The sooner you can test it, the more time we have to resolve any issues or questions you may have about the printer. It also gives you time to set the printer up in such a way that you are happy with the print quality being produced and comfortable with the set-up and workflow for your event.

Use of the Printer.

Dye sublimation printers are designed for use at events and attractions where a high-quality instant photo is required. The speed, capacity and instant touch dry finish make them ideal for a multitude of scenarios. They can be used outdoors, in booths, via generators as well as just a normal village hall.

Transportation.

When moving the printer from one location to another, you must remove the paper roll from within the printer. Failure to do so can cause internal damage to the printer which in some cases is not repairable. The ribbon cartridge can remain in the printer.

You must also repack the printer into the packaging it was supplied in to ensure it is fully protected in transit. If you are unsure of anything, please do not hesitate to contact us.

Media.

Dye Sublimation media is the term used to describe the paper and ribbon, which are always sold together. They can come in either boxes of a single pair 1 x ribbon and 1 x paper or two pairs 2 x ribbons and 2 x papers. The ribbon and paper must be used in these pairs, going into the printer together and being changed together, regardless of how much paper may remain on the roll. Please do not just change the ribbon thinking that it is a shortcut.

Extra paper is always provided as the printers will produce a number of blank cutoffs when new media is inserted. This is to remove any dirt, fingerprints, dust, or general residue on the paper to ensure that your prints are perfect from the very first one. As you need to remove the paper each time the printer changes location, you will go through a reasonable amount of blank paper. The excess that remains when the ribbon runs out is to be discarded.

We will send you excess of the number of prints you requested on your rental order. Often, we will send you a part used box of media and sometimes new boxes of media. Please check the media boxes for any notes requesting that they be used first. If you proceed to use brand new media and not part used media that was provided, charges may apply.

Troubleshooting and Common Problems.

The technology used to produce the prints means that the printer is susceptible to cold and dampness, even from a short journey from house to the event. Always allow the printer at least 1 hour in standby mode to warm up before testing the printer at home and once you arrive at your event. It is also advisable to allow the media to warm up in the boxes before use too and never store it in the car or in a cold area at the event. If the printer or media is cold/damp you will find that it can jam and the ribbon can snap. The media can be repaired either by using sticky tape to rejoin the tear or by licking and sticking the tear back together. You will then need to wind this repair onto the used end of the ribbon.

Your printer will also produce small slithers of paper between every print. These are collected in the waste tray at the front of the printer. These 'snips' must be emptied/removed as often as possible, ideally before the container reaches 1/3 capacity. Failure to empty these regularly can cause one to re-enter the printer mechanism and cause a jam or other faults. In this case, the printer would have to be returned to us for a technician to take it apart and remove the 'snips'. These must also be removed before the printer is returned to us as similar damage can occur in transit.

When printing through a computer, the printer can sometimes default to a particular size when media is changed. When you try to print it can pop up with a 'Ribbon mis-match' type error. This essentially means that your computer thinks you are using a different size or media than the printer thinks you are. You will have to turn the printer off/on again to clear the error and try printing again, ensuring that the correct paper size has been selected.

Returning the Printer.

You must ensure that the printer is returned to us in good working order, in the packaging provided, and on the collection day stated on your order.

Packaging.

The printer must be returned in the packaging it was originally sent out in unless it has been damaged and is unsuitable. We must be informed before the collection if this is the case and we can advise the best replacement packaging.

The printer must have no paper within it and all 'snips' to have been removed. If the paper or 'snips' are left within the printer, a charge of £30.00 will apply as this causes extensive testing to be undertaken by a technician when the printer is returned. If any damage is caused to the printer by leaving the paper roll or 'snips' inside during transit, you will also be liable for any repair work needed. These charges will be deducted from your deposit. All cables provided with the printer must also be returned, charges will apply for any missing items.

Unused or Part Used Media.

If you have any boxes of media remaining, either unused or partly used, they must be returned with your printer. You will be charged for any media that is not returned.

Collection or Return.

We will pre-arrange a courier to collect the equipment on the date stated on your rental order paperwork. As stated previously, we can collect the equipment from any UK address as long as it is provided at least 24 hours before the collection date stated on your order. If no alternative address is provided, we will collect the printer from your shipping address.

Failed Collections.

You will be charged for failed collections. You will also be charged for any additional days of hire over the original collection date.

Damage, Refunds, and Compensation.

We are here to support you in using your rental equipment and offer telephone support Monday-Friday 9am-5:30pm. If you have any questions or issues regarding your rental printer please contact us so that we can resolve them in advance of your event.

Faulty Printers and Prints

Your rental equipment should arrive with you in good working order as all printers are fully tested before dispatch. Upon initial testing of the printer, if you find any faults or issues with the printer we must be notified as soon as possible. If a genuine fault is found by our technicians, we can arrange for a replacement unit to be sent out and the faulty unit to be collected. The sooner we know about an issue, the sooner we can resolve it. If you fail to test the printer before your event, this will restrict our ability to help you should an issue arise. Any prints that are faulty, marked, or unsuitable for whatever reason can be returned with the printer at the end of the rental. You will not be charged for any faulty prints as long as they are returned.

Damage to Equipment.

Our courier insures our rental equipment whilst in transit. This is only valid if the packaging is suitable and the packing instructions stated above were followed.

You must check your printer box when it is delivered and check all packaging before you sign for the courier. If your goods are damaged in transit, there is usually noticeable damage on the outside of the box, especially with printers. Even if there is no visible damage, you must always test your goods immediately as you need to notify us within 24 hours if there are any problems or damages to your order. If you do not tell us within this time, then any refund or replacement may be delayed or invalid. If you are unsure of possible damage to goods in transit, always photograph the goods as you receive/unpack them as this helps with any damage claims.

If the printer is seen to be damaged, our technicians will inspect the packaging to ensure it is deemed suitable. In this case, we can claim for the damage from the courier. If the packaging is deemed unsuitable, you will be liable for the damage. Any repair charges will be deducted from your deposit.

The printer must have no paper within it and all 'snips' to have been removed. If the paper or 'snips' are left within the printer, a charge of £30.00 will apply as this causes extensive testing to be undertaken by a technician when the printer is returned. If any damage is caused to the printer by leaving the paper roll or 'snips' inside during transit, you will also be liable for any repair work needed. These charges will be deducted from your deposit.

Refunds.

Once your rental is returned, it will be tested by our technicians who will produce the print count for your rental and confirm the amount of the deposit to be refunded. We aim to refund your remaining deposit within 10 days of the printer being returned to us.

If you paid by card, the deposit will be refunded back onto that card via the PDQ machine. This can take up to 5 working days to appear back in your account.

If you paid via BACS or bank transfer, the money will be returned to you in the same way, provided we have your bank details and this can take up to 3 working days to appear back in your account.

Compensation

We do not offer any compensation of any type, including for consequential loss.