

Terms & Conditions of Hire

Instaphrophe
(a trading name of IW Props Ltd)

Last updated: 28 January 2026

These Terms and Conditions ("Terms") govern the hire of props ("Items") by IW Props Ltd, trading as Instaphrophe ("we", "us", "our") to the customer ("you", "hirer"). By placing a booking, you agree to be bound by these Terms.

These Terms apply only to hire items and should be read alongside our Shipping & Handling Policy, which forms part of the hire agreement.

1. Definitions

Hire Period: The period for which the Items are hired, calculated in weekly increments unless otherwise agreed.

Hire Fee: The price charged for hiring the Items for the Hire Period, exclusive of VAT unless stated otherwise.

Replacement Value: A charge calculated as a multiple of the weekly Hire Fee, as set out in Clause 9.

Delivery Date: The date the Items are delivered to the address provided by you.

Return Due Date: The date by which the Items must be dispatched for return.

2. Basis of Hire

2.1 All Items remain our property at all times.

2.2 Hire is online-only unless otherwise agreed in writing.

2.3 Items are hired in weekly increments. Any part of a week counts as a full week unless agreed otherwise.

2.4 We reserve the right to refuse any hire at our discretion.

3. Bookings and Payment

3.1 Full payment of the Hire Fee and any required deposit must be received before Items are dispatched.

3.2 Hire prices are exclusive of delivery charges and VAT unless stated otherwise.

3.3 You are responsible for providing accurate delivery and contact details.

4. Delivery and Risk

4.1 Items are dispatched using tracked postal or courier services.

4.2 Risk passes to you upon delivery confirmation.

4.3 We are not responsible for courier delays once dispatched.

4.4 You must inspect Items within 24 hours of delivery.

5. Use of Items

Items must be used only for their intended purpose and handled with reasonable care.

6. Care, Cleaning, and Packing

You are responsible for the care of Items during the Hire Period.

7. Return of Items

Items must be dispatched for return no later than the Return Due Date.

8. Loss, Damage, and Missing Parts

You are fully responsible for any loss, theft, or damage.

9. Charges for Loss or Damage

Partial loss or damage: up to 10x weekly Hire Fee.

Complete loss: up to 20x weekly Hire Fee.

10. Deposits

Deposits may be required and refunded after inspection.

11. Cancellations

Cancellations must be made in writing.

12. Limitation of Liability

Liability is limited to the Hire Fee paid where permitted by law.

13. Force Majeure

We are not liable for events beyond our control.

14. Governing Law

These Terms are governed by the laws of England and Wales.

15. Contact Details

instaprohire.uk@gmail.com