



Bettercup. Rental Cup Terms

Thank you for choosing to use bettercup rental cups! Here are some terms to help things run smoothly and reduce waste.

Delivery

Shipping is estimated based on business-to-business deliveries during normal business hours only. Residential deliveries, pick ups, or out of hours deliveries will incur an additional charge.

You will be required to print and attach consignment labels to all rental returns.

Bettercup cannot be held responsible for delays caused by couriers. Please advise us if you become aware of any issues as you will get notification before we do (e.g. a missed delivery).

Couriers may decline to collect any items that are not packed securely in boxes or on pallets. Any costs associated with failed or rescheduled pickups due to unsuitable packing will be deducted from the rental bond. Extra charges will be incurred for failed or rescheduled pickups, and any additional charges will be deducted from your rental bond or invoiced.

Boxes

The cups will come in specific Bettercup boxes and dividers and we encourage you to keep these and reuse them to send them back to us. In the event the boxes get destroyed, please use a similar sized box and ensure the cups are securely stacked to avoid damage during transport. Stemless and flutes will come with padding in between them, please ensure this is used to prevent scratching during shipping.

Rental Costs

The rental fees are 45c per taster & tumbler and \$1 for stemless & flute per week. A loading of 10c per tumbler & taster and 25c for stemless & flutes will apply per extra 7 days hire. Availability for extensions is at bettercup's discretion and the deposit may not be returned if the time extension is not agreed to.

Deposit

The deposit is \$1.05 per tumbler & taster and \$1.50 per stemless & flute for quantities hired below 1,000 units. For anything above 1,000 units a bond equivalent to 50% of the total deposit value will be charged, and the above amounts will be deducted per unreturned or damaged cup.



Phone.

1800 881 888



Email.

hello@bettercup.com.au



Address.

54 Bridge Rd, Keysborough VIC 3173





Once your cups are returned and counted, we will advise of the final return figure and issue a refund to your specified bank account.

For any deposits payable where the bank details for deposit return have not been supplied by the customer within 12 months of the cups being returned and counted, the credit note will be cancelled and the deposit return forfeited.

Damaged cups

Our cups are designed to be reused hundreds of times, so please help us protect them! Some things that damage cups are:

- Dishwashers over 85 degrees
- Harsh chemicals or highly concentrated dishwashing chemicals
- Permanent Marker
- Chewing gum
- Duct tape takes off labels and print

Washing

Washing is included in the price of rental however some events wash on site depending on equipment available. We appreciate any particularly dirty cups being given a quick rinse to avoid mould build up.

If you are washing cups at your event, cups are dishwasher safe and this is the best way to wash them, as it reduces scratches caused by abrasive washing equipment. If you're using a home dishwasher, they will be safer in the top rack as it is less hot, or you can use a low heat setting on your dishwasher. They are best dried with microfibre cloths. Stemless and flutes will get watermarks if left to air dry, but once drained they can be flipped upright and left to mostly dry prior to polishing with microfibre cloths. If you are hand washing on site let us know and we can share our washing station tips.

Tumblers can be dried by stacking them in a pyramid shape- please ensure they are fully dry before stacking and packing (no water drops at all) as otherwise they may get mouldy!

If you've left the cups for a little while and they have dried fruit, mould or hard to remove lipstick, try soaking them for a few hours prior to washing.

Cancellations & Unused Cups

In the event that the order is cancelled, below is the cancellation refund policy:

1. Prior to cups being shipped: 80% refund
2. Cups packed and shipped: 50% refund excl. shipping



3. Unopened & unused after an event: 25% refund per cup excl. shipping

Note that shipping costs are not refunded when the cups have already been shipped as this cost has been incurred and is not recoverable.

Pallets

Stock sent on pallets that is returned without a pallet will be charged \$50 per pallet on the bond.

Agreement

By engaging with bettercup and accepting our rental quote, you are agreeing to the above terms and conditions. Please contact us if you have any questions at all at hello@bettercup.com.au or on 1800 881 888.

