Cancellation / Withdrawal Policy – North London Plant Hire (NLPH)
A.S. Bines Ltd trading as North London Plant Hire
Company Registration No. 175935
Website: nlph.co.uk

This policy sets out how cancellations and withdrawals of equipment hire work at North London Plant Hire. It applies to all plant, tools and equipment hired from our depots (Brimsdown / Enfield and Hoddesdon).

Please read it together with any Hire Agreement or Terms & Conditions you receive when you book.

1. How to Cancel or Amend a Booking

Contact us as soon as possible:

- Phone: 020 8805 1790 (Brimsdown) or 020 7254 3328
- Email: sales@nlph.co.uk (or the email address on your booking confirmation)
- In person at our depots during opening hours

Please quote your booking/order reference, the equipment ordered, and the scheduled delivery or collection date/time.

Cancellations or changes are only effective once we have confirmed them in writing (email is fine).

2. Cancellation Before the Hire Starts

Standard (Business / Trade) Customers

- **More than 48 hours** before the scheduled delivery or collection time: Free cancellation. Any deposit paid will be refunded in full (less any non-refundable third-party costs already incurred, if applicable).
- **Between 24 and 48 hours** before: We may charge a cancellation fee of up to 50% of the first day's / period's hire charge (or a reasonable administration fee).
- **Less than 24 hours** before, or on the day of delivery/collection: We may charge up to 100% of the first day's / period's hire charge plus any delivery or mobilisation costs already incurred.

We will always try to be fair and will take into account the type of equipment, how far preparations have progressed, and whether we can re-hire the item.

3. Cancellation or Early Return Once Hire Has Started

- Hire charges continue until the equipment is properly off-hired and returned or collected by us.
- To off-hire, you must notify us clearly (phone or email). Oral notice to a driver alone is not sufficient.
- Early return does not automatically entitle you to a refund of unused hire periods unless we agree otherwise in writing. We may, at our discretion, offer a partial credit or reduction depending on the circumstances and the type of equipment.
- You remain responsible for the equipment until it is back in our possession and inspected.

4. Delivery / Collection Already Dispatched

If the vehicle has already left our depot or the equipment has been prepared and despatched when you cancel:

- Delivery / call-out / mobilisation charges will still apply.
- Any fuel, labour or third-party costs already incurred will be charged.

5. Our Right to Cancel or Withdraw Equipment

We may cancel a booking or withdraw equipment if:

- You fail to provide required identification, deposit or payment.
- Access for delivery/collection is not available or is unsafe.
- The equipment is needed for essential maintenance, safety reasons, or is unavailable through circumstances beyond our reasonable control.
- You breach the Hire Agreement or these terms.

In such cases we will refund any hire charges paid for the unused period (less reasonable costs already incurred) and will try to offer a suitable alternative where possible.

6. Refunds

- Refunds of deposits or overpayments will be made to the original payment method within 14 days of confirmation of the cancellation/refund.
- Any outstanding charges (damage, cleaning, fuel, late return, etc.) will be deducted before a refund is issued.

7. Special / Long-Term / Large Plant Hires

For longer hires, larger plant, specialist equipment, or hires involving significant mobilisation, different notice periods and cancellation charges may apply. These will be confirmed in writing at the time of booking.

8. Contact & Queries

If you have any questions about this policy or need to discuss a specific booking, please contact us:

North London Plant Hire
Brimsdown: 1310 Mollison Avenue, EN3 7NJ – 020 8805 1790
Hoddesdon (pre-booked collections/returns only): Unit 6 Bingley Road, EN11 0NX – 020 8805 1790

Email: sales@nlph.co.uk
Website: nlph.co.uk