

THE LUXE COLLECTION

Cleaning & Care instructions

We understand that weddings and events are extremely busy with so much to remember on the day. Therefore, we have popped this care guide together to provide you all the important information you need to know about the products you are hiring!

We ask that you read through this and pass on to the appropriate supplier, i.e., caterer, venue staff, planner, florist in order to minimise any damage to our products. The last thing we want is to not be able to return your security deposit to you. All of our products are of the highest quality, and we take pride in the quality of our products. Any questions regarding the details, please contact us directly. It is your responsibility to ensure that the appropriate supplier adheres to the following guide.

Cutlery

Please ensure that the cutlery is rinsed thoroughly with water as soon as possible after service, making sure that there is no food residue left on there to prevent staining. The cutlery doesn't need to be dried, but please make sure that the cutlery is placed back into the boxes provided and not mixed, i.e., no knives and forks in the same compartment, an additional charge of £25 will be made if cutlery is mixed. Under no circumstances should cutlery be left sat in water.

Please be aware that whilst all cutlery can stain if not rinsed immediately after use, our **Eloise** cutlery due to the resin handle will stain if used with curry based dishes, or any other dish containing turmeric. For each piece of stained cutlery it costs £5 to have the handle replaced.

The vast majority of food does not cause any issue to our Eloise cutlery but please do check with your caterer if you are unsure, and if you are having a curry based dish please do avoid hiring this cutlery.

Charger Plates

Charger plates can be placed back into the boxes after service - but please ensure that plates are scraped and there is no food left on them. Please re-pack the plates as they were delivered ensuring that the plates are secured with the plastic tube. Each box will state the maximum number of charger plates per box, failure to adhere to this will increase the stress on the plates due to weight which can result in damage and additional charges.

Dinnerware

Please scrape and remove all food residue as much as possible and rinse where possible to prevent staining. Please re-pack plates as they were delivered with the plastic tube to secure plates ensuring they are not overpacked.

Glassware

Please ensure glasses are placed back into the crate they were delivered in with no liquid remaining in the glass and that they are upright. There is no need to rinse glassware.

Décor

Please ensure all décor items are repacked as delivered in either the cardboard boxes or the crates they are delivered in. Failure to repack correctly, lost packaging and or missing boxes/crates may result in damage to the items and additional charges applied.

Glass Surrounds

Our Glass Surrounds are delicate and therefore we ask you to handle them with extra care. Please ensure that you remove the glass surround before blowing out the candle as otherwise it is likely wax will be blown onto the inside of the surround which is extremely time consuming to clean and will result in additional cleaning charges of £2 per surround. When repacking the Surrounds, please ensure they are first placed in their bubble wrap tube before being packed back into the lidded box with a maximum of 9 per box.

Candlesticks

Please ensure that you do not allow the candle to burn down inside the candlestick, this causes a build-up of heat within the candlestick and can cause it to crack or explode. It also makes it incredibly difficult to clean the wax/wick from when it is right at the bottom of the candlestick. Please always ensure candles are blown when they are 1" from the top of the candlestick.

Glass Cylinders

Our Glass Cylinders for use with Pillar Candles or floating candles are robust but please do handle with care. Please ensure that pillar candles are removed before returning to us where possible as if left inside can cause breakage when transported. We understand that pillar candles can become stuck inside the Glass Cylinder when the wax melts, in this instance please leave the pillar inside the cylinder and we will remove. Please ensure the Glass Cylinders are repacked into the black boxes they are provided in.

Lanterns

Our Lanterns are fragile and must be repackaged into the boxes they were provided in, ensuring all protection is used to stop any movement in transport. Please do not leave any candles inside the lantern under any circumstance as they will break the glass when being transported and we hate to have to charge you for new lanterns which are unfortunately expensive!

Thank you so much for your business and taking care of our products, we hope you have the most wonderful wedding or event.

Pooky Lamps

Our Pooky Lamps come fully charged with approx. 10 hours of battery life with three dimmable options. They are extremely expensive to replace so please do take care of them by following these instructions. When placing them on a table ensure there are no candles near the shade that could cause a fire. Please ensure that no flowers are resting on the shade that may stain it. When packing the lamps away, please ensure that they are first placed back into their cover bag before being placed back into the provided plastic box. These boxes must NOT be left outside at any point in wet weather. The replacement cost for a Pooky Lamp shade is £40, the cost for the base unit is £125, any damage to the base unit. i.e. scratching will require a new base unit.

Neon Signs

Our Neon Signs are fragile and do require care when handling, especially the larger 'Moon & Back' Sign which requires two people to handle it. They must be hung securely using the S Hooks provided. They must be repacked into their protective cases and securely fastened at the end of the event. The replacement costs for each sign are listed below:

Crazy in Love: £600

Happily Ever After: £750

Moon & Back: £1,200

Linen Care

1. In general, we are able to clean the vast majority of 'normal' stains from table linen. 'Normal' stains are things such as dirt, wine and food spillage.
2. We are often unable to remove stains cause by the following:
 1. Wax - Candle wax may either directly burn linen, or leave an oil residue that permanently stains
 2. Oils & clarified butters
 3. Dyes or Ink
 4. Mildew - damp linens are subject to rapidly spreading mildew
3. We recommend that you invest in high-quality, slow-burn & non-drip candles (such as ester & erik) and minimise the possibility of wax dripping onto linen with enclosed / wide base candle holders or glass base plates
4. In the event that we can't clean a piece(s) of table linen, we will try our best to rewash the item but if it proves fruitless, the client will be charged a stain treatment fee. If the stain remains, a replacement cost for the linen will be charged.
5. Please, under no circumstances send back sodden table linen as it will develop mildew and can spread to other items. If there is a serious spillage, keep the sodden item separate and inform us then have it returned to us when it is dry.
6. Any items that have been ripped, snagged, burnt, torn or have holes from burning will be charged at their full cost. Please see list of replacement costs.