



Terms and Conditions for the Supply of Goods and Services

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1. Definitions

In these Terms:

- “Rigdar”, “we”, “us”, “our” means Rigdar Ltd.
- “Client”, “Customer”, “you” means the individual or organisation purchasing Goods or Services.
- “Goods” means rigging equipment, lifting accessories, automation units, staging elements or structures supplied for hire or sale.
- “Dry Hire” means equipment provided without Rigdar personnel.
- “Wet Hire” means equipment supplied with Rigdar crew for installation, operation or de-rig.
- “Services” means rigging installation, crew supply, temporary structures, automation work, consultancy, or related activities.
- “Contract” means the agreement between Rigdar and the Client, including any written quotation or order confirmation.
- “Site” means the location at which Goods or Services are delivered or performed.
- “Hire Period” means the duration from delivery/collection until return of the Goods.
- “Force Majeure Event” means an event outside reasonable control such as extreme weather, strikes, supply chain failure, riots, or transport delays.

These Terms take precedence over any Client terms unless agreed in writing.

2. Quotations, Orders & Contract Formation

- 2.1. Quotations are valid for 14 days unless stated otherwise.
 - 2.2. A Contract is formed only when Rigdar issues a written confirmation of the Client’s order.
 - 2.3. Drawings, designs, and visuals are indicative only and do not replace the written specification.
 - 2.4. Rigdar may substitute cables, minor fittings or equivalent equipment where necessary without affecting performance.
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3. Scope of Services

- 3.1. Rigdar will deliver Goods and Services as per the agreed specification.
 - 3.2. Performance dates are approximate; delays caused by safety concerns, venue restrictions or Force Majeure do not constitute breach.
 - 3.3. Rigdar may modify equipment or methods if required for safety, compliance, or technical suitability.
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4. Client Responsibilities

The Client shall:

- 4.1. Provide safe access, accurate information, and a suitable working environment.
 - 4.2. Obtain all required permissions, passes, licenses, power, and venue approvals.
 - 4.3. Ensure any third-party equipment (provided by the Client or venue) is safe and compatible.
 - 4.4. Provide crew welfare where required:
 - adequate breaks
 - access to drinking water
 - catering where appropriate
 - where agreed: accommodation, per diems and travel
 - 4.5. Ensure all venue-specific health and safety rules are communicated to Rigdar personnel.
 - 4.6. Not alter, move, repair, or interfere with Rigdar equipment without written approval.
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5. Delivery, Collection & Installation

- 5.1. Goods may be:
- collected from Rigdar's premises, or
 - delivered to the Site at the Client's cost.
- 5.2. Risk in the Goods passes to the Client upon delivery or collection.
- 5.3. Rigdar may refuse delivery/installation where routes or conditions are unsafe.
- 5.4. Additional charges apply for waiting time, site delays, access restrictions, or abortive visits.
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6. Condition, Use & Return of Goods

- 6.1. The Client must keep Dry Hire Goods in good condition and operate them safely.
- 6.2. All truss, motors, lifting gear and automation equipment must be used by competent personnel.
- 6.3. Goods must be returned in clean, serviceable condition. Missing or damaged items will be charged at full replacement value.
- 6.4. The Client is liable for:
- damage caused by misuse
 - loss, theft or vandalism
 - contamination (paint, fluids, adhesive, venue residue)
- 6.5. Any fault or breakdown must be reported immediately and confirmed in writing within 24 hours.
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7. Title & Ownership

- 7.1. All hired Goods remain property of Rigdar.
- 7.2. The Client must not sell, sub-hire, loan, or relocate Goods without written permission.
- 7.3. Rigdar may enter the Client's site to recover Goods after hire termination or breach.
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8. Insurance

- 8.1. From delivery/collection until return, the Client must insure the Goods for their full replacement value against:
- loss
 - theft
 - accidental damage
 - fire
 - vandalism
- 8.2. All insurance settlements must be paid directly to Rigdar.
- 8.3. Rigdar carries its own liability for equipment in transport and during Wet Hire activities only.
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9. Charges & Additional Costs

- 9.1. Charges are based on quoted day rates, minimum hire periods, and crew rates.
- 9.2. Overtime:
- work exceeding 10 hours per day may be charged at 1.5×
 - work after 12 hours may be charged at 2×
- 9.3. Additional costs may apply for:
- last-minute changes



- extended hire
- added crew
- venue delays
- extra equipment
- parking, tolls, or special access vehicles

9.4. All per diems, accommodation, carnets, visas, equipment transport, and site power are chargeable unless stated otherwise.

10. Payment Terms

10.1. Standard terms: 30 days from invoice.

10.2. Late payments accrue interest at 8% per annum above Bank of England base rate.

10.3. Rigdar may require:

- a deposit
- full or partial payment before delivery
- staged payments for larger projects

10.4. Work will not commence until required deposits have cleared.

10.5. Overdue accounts may result in suspension of all ongoing Services and collection of hired Goods.

11. Cancellation

If the Client cancels:

- Within 21 days of start date → 25% fee
- Within 14 days → 50% fee
- Within 7 days → 100% fee

Custom-built structures, special orders, automation programming or contracted crew costs may be charged at full value regardless of notice period.

12. Liability

12.1. Rigdar is not liable for:

- consequential or indirect losses
- loss of profits
- delays caused by venues, third parties, weather, customs, or transport issues
- damage to venue floors, finishes, ceilings or fixtures unless caused by proven negligence

12.2. Rigdar's total liability shall not exceed the value of the Contract.

12.3. Nothing limits liability for death or personal injury caused by negligence.

13. Intellectual Property

13.1. All designs, rigging plans, drawings, load calculations, automation programming, or visuals created by Rigdar remain Rigdar's intellectual property.

13.2. They may not be reproduced, modified, or supplied to third parties without written permission.



14. Force Majeure

Rigdar is not liable for failure or delay due to events beyond reasonable control. Additional costs arising from such events may be passed to the Client.

15. Termination

Rigdar may terminate the Contract immediately if the Client:

- breaches the Terms
- fails to pay on time
- becomes insolvent
- creates unsafe working conditions

Upon termination, all hired Goods must be returned immediately or will be recovered at the Client's cost.

16. Governing Law & Jurisdiction

These Terms are governed by English law.

All disputes shall be resolved exclusively in the courts of England & Wales.

17. Acceptance

By confirming a quotation, paying a deposit, or receiving Goods/Services, the Client confirms acceptance of these Terms and Conditions.

