

# GUIDE TO HIRING

At **PROPS 360**, we maintain our items to a high standard and ask clients to follow these care instructions to avoid any additional charges.

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## Return Standards

- Items should be returned in the same condition they were delivered.
  - Any breakages or damage not highlighted on the paperwork should be emailed to [infoprops360@gmail.com](mailto:infoprops360@gmail.com) as soon as discovered.
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## Art & Decorative Items

- Art fixings should **not be removed or altered**. Permission must be obtained for any changes, including glass removal or aging.
  - Large art pieces should be handled by **two people**.
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## Glass & Ceramics

- Small items (vases, glassware) and furniture with glass surfaces will be packed separately. Handle with care and **avoid placing heavy objects** on or against them.
  - Lacquered items are sent in **heavy-duty bubble wrap** to protect the finish; please take extra care with edges and surfaces.
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## Lamps & Lighting

- Lampshades should be returned **boxed with plenty of padding**, not in bags.

- No lights are **PAT tested**; this is the client's responsibility for production.
  - Velcro cable ties supplied must be returned; a **€5 charge per missing tie** applies.
  - Lightbulbs are **not supplied** with lamps.
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## Rugs & Upholstery

- Protect from heavy items or tracks that could damage fabric.
  - Any dirt or damage should be cleaned before returning.
  - Velvet and leather mark easily; **avoid placing heavy or sharp objects** on these surfaces.
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## Wood, Metal & Painted Surfaces

- Do **not label surfaces directly with adhesive tape**.
  - Some items are **not fire-rated** due to the variety of fabrics and upholstery we hire.
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## Moving Items Safely

- Lift items; do not drag. Heavy items require **two or more people**.
  - Lamps should be carried by the **base and pole**.
  - Upholstered items (velvet, leather) should be carried by the **base only**.
  - Furniture must **not be dismantled** without prior agreement.
  - Clients must ensure **accessibility** before hire.
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## Assembly Instructions

- Some items may arrive in parts (lamps, shelving units, cupboards).
  - All parts are listed on your **quote and delivery note**.
  - Contact us for **further assembly instructions** if needed.
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## Fragile or Non-Practical Items

- Some delicate or vintage items are **props only** and not for practical use.
  - Any existing damage will be **highlighted on the paperwork**.
  - Photograph and email any damage found on delivery to avoid **loss or replacement charges**.
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## Large / Glass Items

- Items such as art, drinks trolleys, and some lighting require **special packaging**.
  - Ensure your driver has **blankets and straps** to prevent damage.
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## Additional Notes

- No items should be **painted or aged** without prior discussion.
- All crates must be **returned**, otherwise a **€50 charge** applies.
- All boxes should be returned **in good condition**, with items neatly packed in bubble wrap and paperwork provided.