

Cancellation Policy

The following changes will apply to all orders placed from **Monday 2 October 2023**:

Operated Specialist Vehicles:

If you need to cancel an order, please call us at the earliest opportunity, or the following cancellation charges will apply:

Cancellation period	Cancellation charge
24 hours before the hire start date (working day)	100% of order value (maximum of 1 day) including mobilisation and delivery/collection charges

Self-operated kit:

If you need to cancel an order please call before 12.00pm on the working day before delivery. If you call after this time, the following charges will be applied:

Cancellation period	Cancellation charge
Before 3.00pm on the working day before the hire start date	No charge
After 3.00pm on the working day before the hire start date	50% of order value (maximum of 1 week) plus delivery
On the day of hire	100% of order value (maximum of 1 week) plus delivery

Big kit:

If you need to cancel an order, please call us at the earliest opportunity, or the following cancellation charges will apply:

Cancellation period	Cancellation charge
Within 3 full working days of the hire start date (or 4 full working days for HL340D, SX150, 1500AJP, 1850SJP)	100% of order value (maximum of 1 week) plus delivery

Additional charges	
Aborted delivery	100% of order value (maximum of 1 week) plus delivery
Aborted collection	Collection fee charged and machine placed back on hire

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This applies to all scissor lifts with a working height over 20m and all booms with a working height over 30m. These charges also apply to the following machines: TITAN40, TITAN60, HR28H, H800AJ, 165-12, HL190E, 1912DC.

Chris Thomas
PAD Finance Director
2nd October 2023

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