

1. Interpretation

The following definitions and rules of interpretation apply in these terms and conditions (terms)

Service: Laundry and/or dry cleaning and/or ironing services by the supplier.

Customer: The person, firm or company who requests services from the supplier.

Quotation: The suppliers estimated price to the customer for services.

Supplier: Darren Bush T/A The Washbox Laundrette, 28 Erleigh Road, Reading, RG1 5NA.

Suppliers Equipment: Any equipment including, washing machines, tumble driers, irons, and ironing boards used by the supplier to fulfil services to the customer.

Price List: The suppliers most recent detail of costs for service

Suppliers Personnel: The employees, agents or sub-contractors of the supplier.

2. Application of Terms

These terms (including the quotation and any schedules attached thereto) Shall:

(a) apply to any request for service by the customer

(b) apply immediately at request for service, acceptance of quotation or receipt of purchase order.

(c) prevail over any inconsistent terms or conditions contained, or referred to, in the customers purchase order, request for services or acceptance of quotation, or specification or other document supplied by the customer or implied by law, trade custom, practice or course of dealing.

3. Suppliers Obligations

The supplier shall use reasonable endeavours to provide services in accordance with the customers request.

4. Customers Obligations

The customer shall co-operate with the supplier in all matters pertaining to services, provide the supplier or the suppliers personnel all information the supplier may reasonably require to carry out services and ensure that information is accurate.

5. Service

All services are subject to the following conditions of acceptance, no responsibility for damage to customers property will be accepted if the following clauses are not met. In the event no clear instructions have been received from the customer the supplier may perform services using its best judgement. The customer shall be liable to pay all costs, as per the price list, for services. The supplier may not check care labels on garments and provide the service as directed by the customer entirely at the risk of the customer and the supplier accepts no liability in this instance. Any damage to the suppliers equipment as a result of the following conditions not being met will result in the customer being held liable for damages. The supplier may utilise sub-contractors to perform any of the following services. Customers possessions will be kept for a period of 30 days unless otherwise agreed, at which point it will be either disposed of or donated to charity with no reimbursement for services or compensation due to the customer.

5.1 Washing Services

When supplying washing service, the supplier will use either bio or non-bio detergent and conditioner on a fast warm cycle as standard and unless otherwise advised. (a) – (h) constitute common situations where: washing results may be hindered or damage to items can result and the supplier accepts no liability.

When supplying washing service, it is the responsibility of the customer to:

- (a) check that all items are suitable for machine washing,
- (b) specify hot, warm, delicate or cold wash,
- (c) ensure there are no foreign objects inside and/or among items supplied,
- (d) specify if any items need separating,
- (e) specify if a particular type of detergent is required,
- (f) specify if any items are of new condition,
- (g) specify if any items are previously unwashed.
- (h) advise on any damage to any items.

5.2 Drying Services

The supplier will use its best judgement to dry items on appropriate temperatures unless otherwise advised by the customer. (a) – (e) constitute common situations where: drying results may be hindered or damage to items can result and the supplier accepts no liability.

When supplying drying service, it is the responsibility of the customer to:

- (a) check that all items are suitable for tumble drying,
- (b) specify high, medium or low drying temperature
- (c) ensure there are no foreign objects inside and/or among items supplied,
- (d) specify if any items need separating.
- (e) advise on any damage to any items.

5.3 Ironing Services

The supplier will use its best judgement to iron items on appropriate temperatures unless otherwise advised by the customer. (a) – (e) constitute common situations where: ironing results may be hindered or damage to items can result and the supplier accepts no liability.

When supplying ironing service, it is the responsibility of the customer to:

- (a) check that all items are suitable for ironing,
- (b) specify high, medium or low ironing temperature,
- (c) ensure there are no foreign objects inside and/or among items supplied,
- (d) ensure that items are in suitable conditions for ironing,
- (e) advise of any damage to any items.

5.4 Dry Cleaning Services

The supplier will dry clean items only at the specific request of the customer. (a) – (d) constitute common situations where: dry cleaning results may be hindered or damage to items can result and the supplier accepts no liability. When supplying dry cleaning service, it is the responsibility of the customer to:

- (a) Check that all items handed over are suitable for dry cleaning,
- (b) ensure that there are no foreign objects inside and/ or among items supplied,

- (c) advise of any stains on items,
- (d) advise of any damage to any items.

6. Collection and Delivery

The supplier may provide a collection and delivery service as per its price list. Whilst every reasonable effort is made to provide this service no guarantee is provided by the supplier regarding the suppliers; (a) time of arrival,

(b) vehicle used,

(c) knowledge of the driver pertaining to services,

(d) ability or willingness to provide collection and/or delivery.

No liability is accepted by the supplier in instances (a) to (d) above.

7. Charges and Payment

Payment for services is due immediately upon receipt unless credit terms have been explicitly agreed with the customer. The supplier reserves the right to; suspend services or keep possession of customers belonging until payment is received in full. The supplier may utilise credit reference agencies and leave information on customers credit reports and/or use debt collecting agents to recover monies due. Any expenses occurred during this process will be entirely at the expense of the customer and the maximum statutory interest rate will be applied.

8. Compensation

The customer may claim compensation from the supplier by way of neglect or by way of loss:

8.1 Neglect

Neglect of customers items will be considered only when the supplier has performed services that go against specific instructions requested by the customer. Specific instructions are only considered where the customer has met its obligations under Section 5. above.

8.2 Loss

Loss of customers items will be considered when it is evident that the customer is missing items. During claims of loss the customer is to give the supplier no less than 14 days to locate the missing items, but in any event no more than 28 days before a claim can proceed. During this time the supplier shall use all means to locate the missing items. Claims of few missing items in an otherwise accepted service will be considered but may not be compensated unless the customer can reasonably prove the few items were handed to the supplier.

8.3 Limitation of Liability

It is agreed and understood that the customer will be compensated to replace items where 8.1 and/or 8.2 apply up to the value of the items claimed, but in any event compensation will not exceed;

(a) for service washes and/or drying services and/or ironing services <6kg of Predominantly general laundry (i.e. jumpers, jeans, trousers, shirts, t-shirts, socks, pyjamas and sports clothing) liability will not exceed £75.00

(b) for service washes and/or drying services and/or ironing services <12kg of Predominantly general laundry (i.e. jumpers, jeans, trousers, shirts, t-shirts, socks, pyjamas and sports clothing) liability will not exceed £150.00

(c) for service washes and/or drying services and/or ironing services <6kg of Predominantly bed linen and/or towels liability will not exceed £50.00

(d) for service washes and/or drying services and/or ironing services <12kg of Predominantly bed linen and/or towels liability will not exceed £100.00

(e) for service washes and/or drying services and/or ironing services <6kg of Predominantly items not to listed in (a) to (d) above liability will not exceed £30.00

(f) for service washes and/or drying services and/or ironing services <12kg of Predominantly items not to listed in (a) to (d) above liability will not exceed £50.00

(g) for dry cleaning services liability will not exceed £50.00 per item.

The supplier may offer to increase liability, any offer must be in writing to the customer and may be at a cost to the customer.

9. Quotations

Quotations, verbal or otherwise, will be binding on the supplier for a period of 7 days.

Quotations may be subject to change if any of the following apply:

- (a) items for service has not been viewed,
- (b) items for services have been increased or decreased,
- (c) customers misrepresent items for services, willingly or unwillingly,
- (d) the supplier misunderstands services requested

10. Offers and Discounts

The Washbox Laundrette may offer discounts as a percentage value or set price special offers for services. These can not be used in combination and only one criterion for applicable discounts may be used. Regular customer discounts apply to customers using the collection and delivery service only, the discount will be applicable to customers who use the service once a fortnight or more frequently, the discount will be applied to new customers on the third time of service and will be withdrawn immediately upon infrequent service. The Washbox reserves the right to withdraw these offers at any time without notice.

11. Termination

The supplier reserves the right to refuse service to customers without notice.