

Terms and Conditions

The terms and conditions (“Terms”) mentioned below contain the complete terms and conditions that govern your use of the Wash Plus LTD services (“Services”) and the Wash Plus LTD website (“Website”), including, unless otherwise expressly stated, any sub domains thereof, and any other POS (Point of Sale) through which Wash Plus LTD makes the Services available.

This set of Terms is made by Wash Plus Ltd and is between Wash Plus LTD and you, the customer.

Your use of Wash Plus LTD. Services indicate your agreement to be bound by the terms and conditions contained herein.

By accessing, using or attempting to interact with, access or use any part of the Website, content or services offered by Wash Plus LTD., you agree that you have read, understand and agree to be bound by these Terms.

If you do not agree to be bound by the Terms, then do not use the Services or access or attempt to access any part or the Website.

Wash plus LTD. reserves the right to make changes to its Terms, Services and Website without advance notice.

The Services provided by Wash Plus LTD. will be carried out at 11 Charnwood Walk. Leicester, LE5 3DS (“Site”).

The Services carried out by Wash Plus Ltd include but are not limited to:

- Laundry
- Convenience Shop
- Sublimation
- Clothing
- Custom made Resin Products.

The term Laundering or Laundry means it includes and/or Wash, Dry, Fold, Ironing, Repairing/Alteration, Conditioning.

By using our Services, you agree that your clothes are suitable to be washed in water, on a normal cycle, and dried using a high setting in a tumble dryer. We cannot be held responsible for any damage to clothing that is not suitable for the standard laundering process. Therefore, if something is for “Dry Cleaning” or “Unsuitable” for common washing and drying, then please do not include it in the laundry you give us. Similarly, we reserve the right to refuse to service items that we feel will be hazardous to our staff, such as items heavily soiled with human or animal waste. This is for the health and safety of our team.

Laundry Storage:

- We will only store unpaid items for a maximum of 3 months and Pre-paid items for 6 months after which they will be disposed of without warning.

Alterations & repairs:

- We will check with you to confirm the price, before going ahead with an alteration or repair for which you will be charged.

- Missing or damaged buttons will be replaced if we can find a match. If you have the button, please attach it to the Items and note this on the Order Form.

Damaged / Lost Laundry & Limitations of Liability:

- Even though we will take good care during storage, Wash Plus LTD will not be liable for any damage or misplacement during this period.
- We will try everything to avoid the damage to your laundry, but there are limitations to what we can do.
- Regardless of all care taken for laundry services, there are possibilities of some wear and tear of clothing and accessories attached to the clothing, due to substandard material used by designers / tailors / dyers, or the shoe is pasted with substandard glue or substandard Rexene or canvass or any other material used. (For example, Loss / Breakage of buttons, beads, Zippers, Fatigue, Holes, Fading, Bleeding of Colours and damage cause to other clothes or items due to Bleeding of colour, abrasion, Shrinkage etc....)
- For all above wear and tear, and damages, Wash Plus LTD accepts no liability.
- Wash Plus LTD is not liable for any pre-existing damage to the garment or other item and reserves the right to return any item without cleaning it if any pre-existing damage is found or if we have a concern about the colour fastness or the age or weakness of the fabric.
- Please check all the garments at the time of delivery or collection. Missing or damaged items must be reported to Wash Plus LTD. within 24 hours of delivery of your garments or other items. Failure to report the missing or damaged item within 24 hours shall remove any liability of Wash Plus LTD. for the missing or damaged item.
- Wash plus is not responsible for loss or damage to any personal or non-cleaning articles left in the clothing or bags such as money, jewellery, or another article.
- If any item is lost or damaged by Wash Plus LTD., Wash Plus LTD. liability with respect to any damaged or lost items shall not exceed Five (5) times our charge for cleaning that garment regardless of brand or condition.

Orders:

- Order online using POS (Point of Sale) app from your mobile, tablet, laptop, or desktop.
- All transactions made through our website are subject to our acceptance.
- Item prices shown on the online ordering section of the website are excluding VAT.
- For free collection and delivery, minimum order weight is 15 lbs.
- Minimum weight is 10 lbs. and pickup and delivery will be charged.
- We reserve the right to limit the locations where we offer our Services. No laundry services are available outside of

Leicester.

- Collection and deliveries for laundry service are through Wash Plus LTD. drivers. Collection and delivery slots are, Monday - Friday, 09:00 hrs. To 17:00 hrs. Weekends and bank holidays 11:00 hrs. To 15:00 hrs. estimated.
- Due to health & safety reasons it is the customers responsibility that garments, and laundry products are placed in uncontaminated strong recycle plastic bag(s) for collection by our driver. We reserve the right to refuse items that do not fit the collection criteria considering Health & Safety Reasons.
- The delivery charge will usually depend upon the geo-location from the Site. This charge will be clearly displayed on the order after processing or you can contact our Site by phone or email for the collection and delivery charges.

- Your order will automatically be delivered to your collection address. If the customer wants the delivery to be sent to an alternative address in the same location, then no additional charge is applied. If the delivery is in a different location, then delivery charge will vary.
- Please note that any packaging you use to send us your items will not be delivered back to you.
- Prior to cleaning your items will be inspected against your order form. In the case of a clear discrepancy, we will contact you to discuss any payment variance or the return of your items.
- In case there is a stain / defect in the garment which we notice after collecting it, we will message you confirming the stain / defect before processing it. In case you do not want to process the garment kindly message us immediately (within an hour of being notified) instructing not to process the garment and we will not process it. However, if there is no / late response from your end, we will start processing the garment assuming you want to process the garment and the full bill amount will be charged.
- We will treat stains subjected to non-hazardous highlights and discovered during inspection using proven cleaning processes, materials. Our expert shall achieve the best results possible, but this will add the cost to your order.
- However, we cannot guarantee that all stains can be completely removed from all fabric types.
- Service times vary by item. We aim to deliver laundry orders within 48 hours, longer service times will apply for specialist services such as suede, leathers, and rugs. If your order includes an item with a longer service time your estimated delivery date will take this into account. The estimated delivery date will be informed to you after evaluating processing time.
- Estimated delivery dates are an estimate. Items which require extra treatment, for example due to difficult to remove marks, delicate or unusual fabrics, may require longer caring for. You will be notified once your order is cleaned and will be advised of the actual delivery date.
- The price for small curtains is based on 55in x 46in. Medium Curtains; 72in x 66in and Large curtains; 99in x 99in.
- When ordering please note that coloured and white items must be supplied in separate bags. Remember to check all care instructions as we are unable to take responsibility for items that are 'dry clean only', 'hand wash only' or 'non tumble dry'.
- We do not accept memory foam mattress toppers.
- We do not accept quilts and pillows which are not suitable for wash and tumble dry.

Complaints Procedure:

In the event of a customer complaint relating to the service received, we encourage customers to follow the process outlined below, which Wash Plus LTD. will always endeavour to adhere to.

- Please raise any concerns you may have immediately to give us the best possible chance to resolve any issues or concerns raised.
- Wherever possible, a senior member of staff will investigate any complaint promptly and work hard to find a resolution at the point of complaint.
- Wash Plus LTD. will reprocess, free of charge, any article whereby the customer feels the cleaning process is unsatisfactory.
- Should your complaint not be able to be resolved within the site, it will be referred to our Customer Service Team.
- In the event of damage, where we are unable to determine the cause of damage, your garment or item may be sent for internal testing. We aim to analyse such items within 2 weeks, and we will contact you with our findings.
- In the event of loss or damage to an item that is unable to be resolved satisfactorily, Wash Plus LTD. will pay compensation in line with shall not exceed Five (5) times our charge for cleaning that garment regardless of brand or condition.
- In order to process a claim, you will need to provide the age of item and proof of purchase. If no proof of purchase is available, the claim will be resolved as per above mentioned point (shall not exceed Five (5) times our charge for cleaning that garment regardless of brand or condition).

- We aim to complete any compensation claim within a 10 working days period. However, this may be extended should further information be required to satisfy the claim.
- Any complaints rising from our e-commerce service should be discussed with us who will adhere to our complaints procedure as outlined above to resolve your issue.

Refund Policy:

- As a customer you have the legal right to request a refund only if you have already made a payment to us, and only before the order has been processed, and you shall then no longer have the right of cancellation.
- We provide a hi-tech cleaning process, and the results are at par with the Wash Plus LTD. standards. However, there will be no refunds if an individual customer argues that the cleaning service is not up to his / her satisfaction or expectation.
- In case, Wash Plus LTD. erroneously charges the customer for a particular bill, the additional amount will be refunded via the same source within 10 to 15 working days.

WASH PLUS LTD

11 Charnwood Walk,

Leicester

LE5 3FN

Phone: 0116 429 5803

Web: washplus.co.uk

Mob: 07377 519111

Revision 1

Date: 21-01-2021