

## **TERMS AND CONDITIONS**

**WORK IS ONLY ACCEPTED BY OUR COMPANY ON THE FOLLOWING TERMS. WHERE GEEVES DRY CLEANING "THE COMPANY" THE INDIVIDUAL(S) OR ENTITY REQUESTING CLEANING SERVICES "THE CUSTOMER"**

### **1. PRICING**

Prices are periodically reviewed from time to time. Any changes to our pricing will be displayed on our web site: [www.geevesdrycleaning.co.uk](http://www.geevesdrycleaning.co.uk)

### **2. SERVICE AND DELIVERIES**

3.1 The service will be as set out on our website

- The company will maintain the service subject only to matters beyond the control of the company. Any standard permanent or temporary deviation from the service will be notified on [www.geevesdrycleaning.co.uk](http://www.geevesdrycleaning.co.uk)
- The company reserves the right to decline services to the customer in the case of actual or implied physical or verbal abuse towards the company's employees

### **3. RETURNED ARTICLE**

The company will return unprocessed: (unless that particular item has been granted permanent processing authorisation)

- 4.1 Any article that appears too frail to withstand the processing procedure
- 4.2 Any order that is marked as having more items that the company actually received
- 4.3 Any item not displaying cleaning instructions
- 4.4 Any item the company feels that could heavily downgrade or default in the cleaning process

### **4. OWNER'S RISK**

Items, which the company considers can only be processed at the risk of the customer, will only be accepted by the company if accompanied by a written instruction endorsing the customer's confirmation that the risk in processing is accepted by them or as confirmed on the customer's sale ticket

### **5. GENERAL LIABILITY EXCLUSIONS**

The company accepts no liability for:

- 6.1 Any item received without appropriate identification
- 6.2 Any feather/down filled item
- 6.3 Any accessory attached to or contained within any item cleaned by the company. Accessories include but are not limited to belt buckles, buttons, zips, painted logos/signs
- 6.4 Any item which is damaged by an accessory on that item
- 6.5 Any claim caused by ink marks left behind by the poly-marking label system
- 6.6 Any item that does not bear a cleaning instruction
- 6.7 Any item that has manufactured purpose made crinkles or creased effects that are removed during processing
- 6.8 Any item with faulty interfacing or adhesives that mark off after processing
- 6.9 Any item with faulty adhesives which mark off on the garment during processing
- 6.10 Any item not listed on the Geeves Dry Cleaning, laundry card when the item was originally sent to the laundry
- 6.11 Any silk item that suffers colour loss

### **6. ORDER COMPLAINT/QUERY**

In the event of a complaint or query the article must be returned to the company with the original laundry card

## **7. CLAIMS**

Claims shall be settled subject to the following:

- 8.1 The company will not be liable for any claim in excess of £100.00 per item
- 8.2 Any claim settled by the company will be on condition that it is accepted by the customer as full and final settlement
- 8.3 Claim payments by the company will be made in the form of a credit note to the customer
- 8.4 The company will not be liable in any way for damage not caused by the cleaning process
- 8.5 In circumstances that doubt exists as to the cause of damage then an independent third party analysis by the laundry & dry cleaning technology centre (ltd) will be conducted. The results of such a test will be deemed to be final and the basis for any compensations due
- 8.6 Where compensations are due by the company to the customer either in the case of damage or loss – then compensations will be paid for age and condition of the item(s)
- 8.7 Where compensations are due by the company to the customer, the company will pay an amount not equivalent to the new price but based on the age and condition of the item at the time of loss or damage by the company. This will be a discounted price from the new price.
- 8.8 Where compensations are due by the company to the customer, the company is entitled to source a similar or same new item to exchange for the lost or damaged item
- 8.9 The company will not be liable for any claim for an order in excess of £250.00, unless notified and agreed with the company prior to cleaning of the order

## **8. DELIVERY OF GOODS**

- 9.1 Goods will be deemed to have been delivered to the customer unless the company has received notification from the customer during the first working day following the delivery date
- 9.2 In the instance that the company tries to deliver to a customer address, as instructed by the customer, and the customer for whatever reason fails to allow entry to the company, the company will arrange another delivery time with the customer subject to availability
- 9.3 The company reserves the right to decline services or cancel orders in the instance of repeated inability to gain access to the customer's collection/delivery address
- 9.4 The company reserves the right to decline delivering or collecting above the third floor of a building not containing a working elevator. The customer is obliged to inform the company should deliveries be required in this sort of situation
- 9.5 The company reserves the right to charge £5.00 should the company call to collect/ deliver as agreed and are unable to do so for reasons unrelated to the company and out of the control of the company and customer ("acts of God")

## **9. TERMS OF PAYMENT**

The following terms of payment will apply:

- 10.1 Payments due by customers must be paid in cash, cheque (with guarantee card) or credit card before delivery of goods
- 10.2 The company reserves the right to charge interest on the overdue monies at 6% above the bank of England's base rate
- 10.3 Should back orders remain unpaid, the company reserves the right to suspend servicing the customer
- 10.4 Should any item not be collected or received by the customer for a period exceeding 3 months the company reserves the right to dispose of the garments for whatever price deemed reasonable or available to cover the costs incurred by the company

## **10. TERMS OF TRADING**

The company reserves the right to amend these terms of trading without notice. Amended terms will be advertised on [www.geevesdrycleaning.co.uk](http://www.geevesdrycleaning.co.uk)

## **11. STATUTORY RIGHTS**

12. Our terms of trading do not affect your statutory rights as a consumer

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