

Terms and conditions

### **Excluded items**

You agree not to include any items for laundry or dry cleaning service such as the follow, non-washable items, items which are labelled hand wash only or any other items that are not able to be washed or dry cleaned.

### **Item Care**

We accept no liability for items treated in accordance with the care label or other instructions provided. We cannot take responsibility for beads, sequins and other delicate items attached to a garment when cleaned as per their care instructions.

### **Stain Removal**

Whilst every effort to remove stains will be made, we cannot always guarantee full stain removal on either the laundry or dry cleaning service.

### **Damage**

We will always use processes which we feel are most appropriate for each garment. We cannot accept responsibility for inherent weakness or defects in material which may result in tears or holes in the garment which are not visible prior to cleaning. We cannot guarantee against colour loss, colour bleeding or shrinkage or damage against weak fabrics. We will always take precautions as much as possible to avoid any damages. In the unlikely event of loss or damage to an item, we will pay compensation if found liable following an internal investigation. The compensation offer will be in line with the Fair Compensation Guidelines as provided by the Textile Services Association (TSA). The TSA guidelines indicate that fair and reasonable compensation be paid on the basis of allowing for wear and tear and the age of the Item. It is considered reasonable for Us to ask for receipts, bank or credit card statements confirming the purchase price prior to agreeing any compensation. If found liable, we will follow the TSA guidelines. The compensation given will not include extra costs to purchase the Item, including but not limited to, shipping costs, tailoring/altering costs, etc

### **Wet Cleaning Process**

The system we use and describe as “dry cleaning” is an environmentally friendly, non-toxic alternative to traditional dry cleaning. We clean 99% of items (suits, trousers and other “dry clean only” items) with this method without issues, but if we feel that an alternative cleaning method is more suitable we will use that option.

### **Wash, Dry and Fold**

Please ensure you thoroughly check all the Items for hazardous objects e.g. coins, pens, keys, makeup, papers etc as we cannot be held responsible for any objects lost or damaged nor any responsibility for damage to items as a result of the cleaning process. Laundry Items are tagged by the load and not individually tagged, therefore we are unable to accept any liability for missing Items.

### **Curtains / Wedding Dresses**

We will wash or dry clean in accordance with the care label / instructions if present. If there are no care instructions cleaning will be at owner’s risk meaning we cannot take any responsibility for damage during the process. We will always take care to choose the most appropriate cleaning method for the materials. We cannot take any responsibility for lost / damaged embellishments such as beads, sequins etc and cannot be held liable for shrinkage.

### **Payment**

Payment can be made to the driver upon delivery. We do not offer any credit facilities so payment must be made upon delivery (or collection from our shop). If you provide us with your email address, we offer a secure online payment service. Please note payments must be completed before 3pm on the day of delivery. If you wish to use this service please send us your details to [hello@canveyironing.co.uk](mailto:hello@canveyironing.co.uk) and we can set up an online account.

### **Minimum Order Value (for collection and delivery service)**

Our minimum order value for collection and delivery is £10.00 plus the £2 collection and delivery charge.

### **Cancelling or rescheduling your collection/delivery and missed collections/deliveries**

We can accept cancellations for collections up to 4pm on the day of collection. Any late cancellations or missed collections / deliveries we reserve the right to charge a missed collection fee of £3.50. All times are not guaranteed as may factors can affect deliveries and collections, for example traffic, weather conditions etc. We will always endeavor to fit with times to suit you. If you have failed to accept delivery or arrange redelivery within 60 days of the original delivery date, we may dispose of the Item(s) or donate it to an accredited charity of our choice.