

Swiss Laundry Ltd

Terms & Conditions

When you use the Swiss Laundry Ltd website you are subject to our Website Terms & Conditions.

We recommend you read these prior to undertaking any activity on the site, in particular making online transactions within the site or submitting personal details.

We endeavour to ensure website accuracy in relation to services and pricing. However, we accept errors may occur. If such an error occurs, the Swiss Laundry Ltd reserves the right to contact you prior to order completion to update the price. You may either cancel your order or re-confirm it based on the correct information.

We cannot accept liability for out of pocket expenses or other costs incurred due to failed or delayed deliveries.

We declare the following clear statements below:

1. Online Transactions (our Dry Cleaning) Login access

- a. Any transactions made through our website are subject to our acceptance.
- b. Online payments are always inclusive of VAT

2. Privacy Policy

We only record Customer information for the purpose of completing our business service transactions and general business records for audit purposes. We **do not** pass on any Customer information on to any third party.

3. General

- a. Use of this site is subject to English law.
- b. Swiss Laundry Ltd reserves the right to amend terms and conditions from time to time and any such changes will be communicated on our website.

4. Code of Practice

Swiss Laundry Ltd endeavour to treat all items in our care with the same highest quality standards by which we operate. All items will receive the same care and attention to deliver the best possible results.

As a member of the Textile Services Association Ltd we undertake not to restrict our liability under the general law and shall so far as is reasonably practicable.

- a. Handle all clothes, linens, furnishings and other items accepted by us for processing with proper and due care and attention.
- b. Pay fair compensation for loss or damage due to negligence on our part.
- c. Train our staff to be competent, courteous and helpful at all times.
- d. Keep our shops, vans, containers and premises clean and tidy.
- e. Maintain the highest possible standard of quality and service consistent with the price charged.
- f. Display on website & *shop premises*, a list of prices for standard articles.
- g. Have all orders ready or delivered at the time stated, unless prevented by exceptional circumstances.
- h. THE TSA'S CUSTOMER ADVISORY SERVICE IS AVAILABLE TO HELP RESOLVE ANY DISPUTES WHICH ARISE BETWEEN MEMBERS OF THE ASSOCIATION AND CUSTOMERS