

## Professional Press – Coronavirus FAQs

Do you have a cap on the size of the order that can be placed for collection?

We are currently offering a full service and we are able to accommodate all orders as normal, just book on-line or give us a call to arrange a collection.

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How do I book a collection?

Our booking process is really easy. Just visit our home page or book now page to arrange a collection on-line or call us on 01590 619320 or contact us via WhatsApp on our Contact us page.

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How are all deliveries and collections processed safely?

All laundry or ironing is collected from a designated place or from your front doorstep in sealed bags. Each bag is sprayed with a mist treatment before being placed in our vehicle and all our drivers wear face masks and sanitise their hands before and after each collection.

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How is ironing and laundry completed safely?

Evidence has shown that washing clothes and linen with normal detergent and in line with the garment guidance is more than enough and routine laundry should not cause worry. You should wash clothes like you normally would. Some viruses, like the norovirus, can be tough to clean. COVID-19 however, is

surrounded by a fatty membrane that is vulnerable to soap.

Washing your clothes in regular laundry detergent and following fabric-care instructions on the label is more than enough to remove the virus if it happens to be on your clothes.

However, the exception is if you are in close contact with a sick person. The Centers for Disease Control and Prevention in the US recommends that you wear gloves when cleaning up after someone who is sick and take care not to shake bedding and laundry.

In the case where you are washing clothes of someone who may have COVID-19, you should use the warmest water setting possible and allow it to dry completely. According to Dr Linsey Marr, it is ok to mix laundry from an ill person with the rest of the household load. Leaving laundry to sit out for a while also reduces risk of contamination, because it is likely the virus will dry out and decay.

In line with government guidance and for the safety of our team, we are not able to provide a service to any households that are self-isolating due to Coronavirus.

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Will my garments be wrapped in plastic when returned?

We process each order to your specific requirements and can either fold, hang or wrap your garments as required. Most items are wrapped either individually or as a group item. We really care about our planet and we ensure we use as little plastic as possible, all of the plastic we do use is bio-degradable and we never use single use plastics.

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Can I still return all of my packaging and hangers to my delivery driver?

We still encourage all of our customers to return unwanted hangers and shirt clips and each is sanitised prior to reusing. We do not take any plastic wrapping however as we are unable to disinfect or treat effectively. Please find a way to reuse if possible or take comfort knowing that all of our plastic is biodegradable.

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What are you doing to help customers who are self-isolating?

In-line with the current government guidance and to ensure we protect our team we are unable to provide a service to any household that is self-isolating due to Coronavirus.

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What are you doing to help the vulnerable?

We love helping people and we will always do whatever we can to help any of our customers. In addition to our standard on-line collection and delivery service with the ability to pay on-line, we also offer Gift Cards. If you'd like to help anyone that is currently vulnerable and may need assistance our Gift cards enable you to provide support through the completion of laundry and ironing in a remote way. Gift card accounts can be topped up as required and we can work with the you or the recipient to arrange the service.