

## Laundry Terms & Conditions

Taking care of your garments is our number one priority. We strive to provide exceptional service, and while we are very cautious to treat all garments with care, there's an inherent risk in cleaning, including the potential for clothing and other items to be damaged or misplaced.

The laundry will do its best to avoid situations of this nature. However, in the rare event that something is damaged, customers must provide notice to us within **7 days** of delivery or completion of the cycle and you have been notified. Notice to us can be provided through one of the following support channels: email at [darren@cotswoldpropertyservices.com](mailto:darren@cotswoldpropertyservices.com), text **07958 009269** call at **01452 941990**.

Damaged items shall be collected for evaluation to determine whether the damages were a result of regular wear and tear, such as shrinkage from repeat laundering, colour bleeding or fading, small holes or tears, thinning of fabric, etc.

Whenever possible, we will attempt to restore garments to good condition. For any items deemed damaged, in the event that the items cannot be restored, we may reimburse up to the full value of that item if we accept the liability after a full evaluation of the situation.

Items of value greater than **£150** will be evaluated for depreciation using the International Fair Claims Guide for Consumer Textiles Products. In any event, the laundry liability shall not exceed an amount of **£250** GBP. Furthermore, we are not liable for damages caused by items left in pockets, such as chapstick, crayons, etc.

Please make sure to check your pockets and remove any personal items in advance of your cleaning. **Lost Items** In the rare event that something is lost, customers must provide notice to us within 7 days of delivery or collection.

Notice can be provided through one of the following support channels as above. Items are considered lost 10 days after the claim has been made. Any item deemed lost in our care may be reimbursed up to the full value of that item. Items of value greater than £150 will be evaluated for depreciation using the International Fair Claims Guide for Consumer Textiles Products.

A receipt or proof of purchase is required. In any event, Refresh aggregate liability shall not exceed an amount of £250 GBP. we shall not take responsibility for any loose items lost when submitted in a bag, such as watches, jewellery, or cufflinks.

Additionally, we are not liable for items misplaced before pickup or after delivery.

**Delivery** We hope to provide a convenient service to all our customers, and we will do our best to adhere to special pickup and delivery instructions.

Customers can leave orders outside residences or with a doorman, provided the customer gives written consent. We are not liable for items that are misplaced or damaged before

pickup or after delivery has been made. It is the customer's sole responsibility to ensure the safety of items before pickup and after delivery has been made.