

# Terms and Conditions

## The Business

This Website ([www.angelzdrycleaners.com](http://www.angelzdrycleaners.com)) is owned and operated by Angelz Dry Cleaners Ltd. Our registered office is at 18 Arlington Way, Clerkenwell, London EC1R 1UY, UK. Our company registration number is 08754103

## 1. The Contract

- These Terms will apply to any Order we accept from you via our website, mobile app, SMS or any other platform.
- Please note that you need to accept these Terms if you want to place an Order.
- Please read these Terms carefully and make sure that you understand them before placing an Order.
- Please note, any Order with a value of less than £20.00 will be charged £20.00 as a minimum payment.
- These Terms may change without prior notice. We will notify you of changes to the Terms by email.

## 2. Definitions

- Ordering is the act of booking a collection through our website or by our app.
- User is someone or an entity who has placed an order
- Item is any garment or article collected from you in connection with an Order.
- Order is the required Service in the order form submitted via the App or website.
- Service is dry cleaning or laundry services collected from and delivered to your described address.
- Uncontrollable Events are any events over which we have no control including the unavailability of any Service Provider or Human Resource, Strikes, Power Outages, key materials necessary to provide the Services.

## 3. Placing an Order

- Please make sure that you check the details of your Order before submitting it, as we will not be liable to you for any errors you make.
- If you have made a mistake, please contact us via email or phone number given on our website.
- We inform you via email when we accept the Order.
- An Order Number is stored with each order so please refer to the order number while contacting with us.
- If we are unable to complete your Order, We will let you know by email or text message.

## 4. Cancelling your Order

- You can cancel your order before the collection time.
- We can also cancel your order if an Uncontrollable Event happens.
- We can also cancel your order if items are already damaged or have no information about its content or cleaning instructions or do not fall within those items which we accept.
- If we cancel your order, we will inform you via email or app or phone call.

## 5. Collection and Delivery

- We try to collect and deliver Items at the times specified in the Order, but we cannot guarantee to do so.
- We try our best to intimate any delay to our customers by phone or email and to deliver orders to our customers within their chosen timeslot.
- We do not accept any liability for any and all losses which a customer may face as a result of a late delivery.
- If you are not available at the specified time for collection or delivery of your items, we will contact you (via phone or email) to set a time for redelivery of Items.
- If you have failed to accept or arrange redelivery of an Item for more than 60 days after the redelivery date specified in the Order we may dispose-off the Item or donate it to an accredited charity of our choice.

## 6. Service Quality

- We try to provide acceptable quality Services to our customers as per industry standards.
- We will not be liable for any damages to Items submitted to us that have an increased risk of damage
- Please ensure to check all the garments before sending to us for hazardous items e.g. metal, coins, keys, etc. We do not take any responsibility for any items lost or damaged during cleaning process
- We will not be responsible for any delay of our Services where inaccurate information is provided in your Order. Examples include, incomplete or incorrect address, incomplete information about the cleaning instructions, your unavailability for collection or delivery of your items.
- We will separate the items of light colour from dark colours to avoid colour bleeding or transfer.
- We measure the laundry by weight. The minimum weight is 6 KG
- Laundry items are tagged by the load. Items are not individually tagged. Therefore, we cannot accept any liability for missing items.
- If there is a problem with the services, please contact our customer service by email [khurram4um@yahoo.com](mailto:khurram4um@yahoo.com) or call us on +44 207 833 1133

## 7. Problem with the services

- If there is any problem with the Services, please contact our Customer Services by email at [khurram4um@yahoo.com](mailto:khurram4um@yahoo.com) or call us on +44 207 833 1133.
- You will not have to pay for your complaint.
- Complaints should be notified to Us within 24 hours of delivery of any Item if you believe that We are in breach of our obligations under these Terms.

## 8. Price and Payment

- Prices of our Services are available on our website [www.angelzrycleaners.com/prices](http://www.angelzrycleaners.com/prices) and in our App.
- These prices will be considered final once you place an Order.
- Our prices may change at any time, but price changes will not affect Orders that We have already accepted.
- We reserve the right to charge a Service Fee, which may be subject to change, for the provision of our Services. Our prices may include VAT, depending on the legislation where the order is served.

## 9. Our Liability

- The customer understands that there is inherent risk in cleaning and there is potential for clothing and related items to get lost or damaged.
- Angelz Dry Cleaners will do its best to ensure situations like this do not happen, and in the instances they do happen, will work with the customer to rectify the situation.
- In the unlikely event of loss or damage to an item, Angelz Dry Cleaners will pay compensation in line with the Fair Compensation Guidelines as provided by the Textile Services Association.
- The TSA guidelines indicate that fair and reasonable compensation be paid on the basis of an allowance 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.
- Our total liability to you in respect of each Item is limited to ten times the price we charge for the Services, but not more than £50.00 per item, given a proof of purchase is provided, showing the date of purchase and the value of the item.
- We will not be responsible for any single item valued at more than £250.00 unless we have received (and acknowledged) notification via email to [khurram4um@yahoo.com](mailto:khurram4um@yahoo.com) prior to the collection.

## 10. Uncontrollable Events

- We will not be liable or responsible for any failure to perform, or delay in performance of, any of Our obligations under these Terms that is caused by an Uncontrollable Event.
- An Uncontrollable Event means any act or event beyond Our reasonable control, including (without limitation) strikes, lock-outs or other industrial action by third parties, terrorist attack or threat of terrorist attack, civil commotion, riots, invasion, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or closure or failure of public infrastructure or public or private telecommunications networks.
- If an Uncontrollable Event takes place that affects the performance of Our obligations, We will contact you as soon as possible.
- Our obligations under these Terms will be suspended and the time for performance of Our obligations will be extended for the duration of the Uncontrollable Event.

## 11. How to Contact Us

- We are a company registered in England. Our company registration number is 08754103 and Our registered office is at 18 Arlington Way, Clerkenwell, London EC1R 1UY, UK
- If you have any questions or if you have any complaints, please contact Us. You can contact Us by e-mailing Us at [khurram4um@yahoo.com](mailto:khurram4um@yahoo.com) or sending a request via the App or call us on +44 207 833 1133.

## 12. Use of your Personal Information

- We will use the personal information you provide to Us to provide the Services, process your payment for such Services and inform you about similar products or services that We provide.
- If you indicate that you do not wish to receive such communications by clicking the 'Unsubscribe' link at the bottom of any [www.angelzrycleaners.com](http://www.angelzrycleaners.com) promotional email communication, we will not send you any further marketing related emails.
- We will not share your personal data to any third party other than any Service Providers.

### **13. Quality Guarantee**

- We check each garment before returning it to you.
- If you find any issue with your garments, simply contact us within 24 hours of delivery, and we assure to re-clean your items free of cost.
- Any re-clean requests submitted after 24 hours will be considered on a discretionary basis.
- To request re-cleaning for your items, please contact our Customer Service team at [khurram4um@yahoo.com](mailto:khurram4um@yahoo.com) or call us on +44 207 833 1133 explaining issue with relevant photos.
- A Customer Service agent will contact you to arrange a suitable time for recollection.

### **14. Other Terms**

- We may transfer Our rights and obligations under these Terms to another organization, and We will always notify you in writing if this happens, but this will not affect your rights or Our obligations under these Terms.
- This contract is between you and Us. No other person shall have any rights to enforce any of its terms.
- Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- These Terms are governed by English law and will be subject to the exclusive jurisdiction of the English courts, unless you are a resident of Northern Ireland or Scotland, in which case you may also bring proceedings in Northern Ireland or Scotland as appropriate.