



WASH-AND-FOLD LAUNDRY TERMS

Suitability for Laundering

By using our service, you agree that your clothes are suitable to be washed in water, on a normal cycle, and dried using heat in a tumble dryer. We cannot be responsible for any damage to clothing that is not suitable for this standard laundering process.

Damaged Laundry

We will do everything we can to avoid damaging your laundry. Unfortunately, there are limitations to what we can do. All laundering processes, regardless of how gentle, cause normal wear and tear on clothing. As a result, we cannot be responsible for any wear and tear of laundry, including loss of buttons, fading, fatiguing, holes, or abrasions. Similarly, we reserve the right to decline cleaning any particular piece of laundry if we think it will lead to trouble.

Cleaning and drying laundry also creates other risks. We do not individually examine every garment prior to placing it in the laundry. Therefore, if something is "dry-clean only," or otherwise unsuitable for common washing and drying techniques, please do not include it in the laundry you give to us.

We wash individual client items together as our standard procedure only separating the load by color and fabric. But if you divide your clothes into two separate bags before your pick-up, we can run two separate loads. This incurs a **SEPARATE LOAD CHARGE**. Along the same lines, we can't be held responsible for the re-disposition of colors (aka bleeding) or dimensional changes (aka shrinking or stretching) that are as a result of fabric or garment properties.

Lost Laundry

We would love to be able to inventory every piece of laundry you give us. Unfortunately, it is cost-prohibitive for us to do so. As a result, we can't be held responsible for any lost laundry; we simply have no efficient way of verifying that we actually received any particular piece of laundry in the first place.

Rest assured though, **WE CAREFULLY TRACK YOUR CLOTHES AND DO NOT MIX CLIENTS ITEMS**. For instance, we tag all our bundles with your name, and your clothes are never loose in our facility unless they're inside a machine, on the folding table, or in their own laundry cart waiting to be cleaned, dried or folded.

If you do believe you are missing something from your delivery, please notify us within 24 hours of receiving your clean clothes — we are much more likely to find misplaced laundry if it is reported early. Failure to notify us within 48 hours constitutes waiver of a claim for any lost or damaged items from that order.

In rare case, we lose your laundry due to but not limit to theft, fire, etc. We will reimburse your cost, however, no more than ten (10) times the weight of the item multiplied by the charge per KG of wash and fold (not inclusive of tax and other fees) regardless of brand, price or condition of the garment, or KES1000, whichever is lower.

Payment

The customer must complete payment of the agreed upon charges on or before the completion of the Services. All payments are non-refundable.

Uncollected Items

Laundry Lounge reserves the right to charge storage fees of Kes 400 monthly for items not collected and/or dispose of within 120 days of the date stated on the collection slip. Laundry Lounge shall have no liability whatsoever in respect of items disposed of pursuant to this clause.