

Terms and Condition

Right to refusal

Wolli creek laundry reserves the right to refuse service to any customer, at the discretion of management.

Risk of potential damages

We exercise highest care in cleaning and processing garments entrusted to us and use such processes which, in our opinion, are best suited to the nature and conditions of each individual garment. Nevertheless, damages to garments incurred by following care label instructions will not be compensated. Thus Wolli Creek Laundry and Dry cleaning are not liable for tears or damage that may result from defects or inherent weaknesses in any material that were not apparent during the time of processing. We cannot guarantee against colour loss, colour bleeding, and shrinkage; or against damage to weak and tender fabrics.

We will not be held liable for any damages to garments holding personal items such as pens, cigarettes etc.

Loss garments

We exercise the utmost care in processing garments received to avoid misplacement or loss of items. However, there will be instances where items may get misplaced or lost. As such we ask that you advise us of any discrepancy within 24 hours of picking up your garments so that we may investigate the matter and make a determination.

Our liability with respect to any lost item shall not exceed ten (10) times our charge for cleaning that garments regardless of brand or condition.

Re-cleaning paid stain removal service

Stain removal service is not guaranteed. We will make every attempt to remove stains without damage to your garment but we may not be able to remove all stains safely from your garment. Items will be re-cleaned up to one additional time. This is only available for garments brought back within 24 hrs excluding laundered items (Bag wash and Wash & Iron).

Safe cleaning practices

We offer safe cleaning practices. This means we will process every garment we accept safely. This does not mean we will remove every stain from every garment. If it is our professional opinion that stain removal will be unsafe, or will compromise our safe cleaning guarantee, stain removal efforts will cease excluding laundered items (Bag wash and Wash & Iron).

Personal items and valuables

Kindly ensure that all of your garments are checked thoroughly for money, jewellery and/or other valuables prior to you handing them over to us. Wolli Creek Laundry and Dry cleaning will make every

effort to return such valuables, but will not be held liable for the loss or damage of any such items. Also, kindly ensure that you remove all collar stiffeners and cuff links prior to our collection as we will not be held accountable for their loss or damage.

Care for garments

To protect your garments, we follow the Care Label instructions on each item we process. If you request garment treatment which is contradictory to that indicated on the Care Label instructions, we will make an attempt to contact you and advise you of the potential risks associated with proceeding with the treatment. If we are unable to gain your informed approval to proceed, we shall refrain from cleaning the garment in question, or take extensive digital photography of the garment(s) prior and/or during cleaning. If you authorise us to proceed, you must assume responsibility for any damage to the garments. We accept no liability for garments that have missing or removed Care Labels. This offer does not include laundered items (Bag wash, Wash & Iron and Iron Only) do not carry cleaning guarantees.

Service authorisation

If we have any concerns regarding a garment, we will make an attempt to contact you and obtain your approval to tailor the garment ahead of cleaning it. If we are unable to gain your approval, we shall refrain from cleaning the garment in question, or take extensive digital photography of the garment(s) prior and/or during cleaning.

Wolli Creek Laundry and Dry Cleaning will contact you by telephone or text message to discuss the issue. If you choose to submit the item for servicing, we will undertake the service based on your verbal agreement and acknowledgement of the risk of potential damage. Wolli Creek Laundry and Dry cleaning will not be responsible for any damage that may follow, although we will take every precaution to prevent any such damage.

Likewise, if we have any concern about the colour fastness, age, or condition of the garment, we will contact you in a similar fashion to obtain your approval, or return the garment to you untreated, or take extensive digital photography of the garment(s) prior and/or during cleaning.

Compensations

Our liability with respect to any **dry-cleaning** item damages to garments caused by us shall not exceed ten (10) times our charge for cleaning that garment regardless of brand or condition.

Limitations to amount compensated at a maximum is as follows trousers \$50.00, shirts \$30 and any item costing above \$20 cannot exceed \$200.

No claims for damages will be recognised unless you advise us of same day within twenty four (24) hours of collecting the garments. There is No Compensation for Laundered Items (Bag wash, Wash & Iron and Iron Only).