

Wash Windsor Launderette and Associated Services

Terms and Conditions

These Terms and Conditions govern your use of the Launderette facility at 300 Dedworth Road Windsor and the Wash Windsor website (www.washwindsor.co.uk), your relationship with Wash Windsor Limited (Wash Windsor Launderette, we or us) and all orders you may make via email, telephone or the website. Please read them carefully as they affect your rights and liabilities under the law. If you do not agree to these Terms and Conditions, please do not order from Wash Windsor or use the Wash Windsor website.

1. The Wash Windsor Website is provided to you free of charge for your personal use, subject to these Terms and Conditions. By using Wash Windsor's website and services you agree to be bound by these Terms and Conditions.

2. The Wash Windsor Website is owned and operated by Wash Windsor Limited, a company registered in England whose registered office is at Lower Ground Floor, 13-15 Sheet Street, Windsor, Berkshire SL4 1BN United Kingdom

If you have any queries please contact us; contact details are at the end of this document.

3. These Terms and Conditions, including without limit Wash Windsor's Liabilities, do not affect your statutory rights.

Although Wash Windsor aims to offer you the best service possible, we make no promise that our website services will meet your requirements and we cannot guarantee that the service will be fault free. If a fault occurs in the service, please report it to us (see below for contact details) and we will correct the fault as soon as we reasonably can.

Your access to the Wash Windsor Website may be occasionally restricted to allow for repairs, maintenance or the introduction of new facilities or services. We will restore the service as soon as we reasonably can. In the event that our website is unavailable, our usual order and cancellation deadlines apply; please notify us of changes to your order via email or telephone.

Self Service Coin Operated Machines (Washers/ Dryers)

Please note that usage of our self service machines and over the counter services is deemed acceptance of these terms and conditions. Please refer to the care instructions and notices in the launderette for details of safety and how to use the machines properly. No liability will be accepted for damage to garments if the published guidelines are not followed. Damage to our machines through negligence is chargeable at the cost of our appointed engineer plus any materials required plus our time to manage the repair if necessary.

Service Wash / Dry / Iron

Washing powders are included in the price of us doing your laundry for you. We take every possible care will be taken when washing your garments. However, it is the client's responsibility to separate the washing, and to highlight specific cleaning instructions for the care of the garments. No responsibility will be accepted for any shrinkage.

Dry Cleaning

Our Dry Cleaning is farmed out to an external supplier. We ask that you check items for potential damage or stains and notify us in advance – we do not accept any liability for rips & tears to items during the Dry Cleaning process.

General

We cannot guarantee dates and times for the return of your laundry or Dry Cleaning and this is subject to external factors.

Leather items, buttons, buckles & beading and any other type of decoration is processed entirely at owner's risk.

Where we accept an order, we do all that we can to ensure that your order is fulfilled. If we are unable to fulfil an order, we will inform you as soon as possible of this and you will not be charged.

Requesting our service carries with it the obligation to pay for it whether you decide to collect the garments or not – i.e. if we have cleaned or ironed your garments you will need to pay for them.

Collection/Delivery

You are responsible for making suitable arrangements to arrange your collection and receive your delivery and giving us appropriate instructions. In the event that your delivery is damaged or lost after being handed over to yourself or delegated person, we do not accept liability. We reserve the right to refuse to accept orders from any customer; considerations of collection/delivery problems may give rise to such a refusal.

The time slots listed on the website are the free of charge collection and delivery times. Should you want times outside of these slots a surcharge may apply per visit i.e. please request this at the point of booking a collection / delivery.

We endeavour to keep your delivery time to within the time slot, but we reserve the right to change it and will tell you if we do so.

If we are unable to deliver to you within the time slots, or have to deliver late, for reasons beyond our control, for example adverse weather conditions, strike actions, vehicle breakdown, traffic congestion or supplier failure, we cannot accept liability for any inconvenience or loss this causes. We will not, of course, charge for goods unless or until we have delivered them to you.

Our Website – washwindsor.co.uk

Our website is used as an advertising medium to promote our services and may not always contain the most up to date prices or opening times – we will endeavour to post changes as soon as possible but will not be liable for inaccuracies.

We disclaim all liabilities in connection with the following:

1. Unsuitability, unreliability or inaccuracy of the Wash Windsor Website but we will take reasonable care to ensure information there is accurate
2. Inadequacy of the Wash Windsor website to meet your requirements

Miscellaneous

You may not assign, sub-license or otherwise transfer any of your rights under these Terms and Conditions.

If any provision of these Terms and Conditions is found to be invalid by any court having competent jurisdiction, the invalidity of that provision will not affect the validity of the remaining provisions of these Terms and Conditions, which shall remain in full force and effect.

We shall not be liable for any delay in or failure to perform any of our obligations if the delay or failure is caused by circumstances beyond our reasonable control including, without limit, difficulties or failures of our suppliers.

A person who is not a party to these Terms and Conditions shall have no right under the Contract (Rights of Third Parties) Act 1999 to enforce any term of these Terms and Conditions but this shall not affect any right or remedy of a third party which exists or is available apart from that Act.

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