

Our Service conditions – Jan 2010

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a. Definitions;

'Service provider' means **Ironing 4 U**

'The Service' means the Service offered by the **Ironing 4 U** and shall include any part or parts of it and any materials incorporated in it.

'The Customer' means the Customer of **Ironing 4 U**
'The Conditions' means the Terms & Conditions of Service set out herein.

These conditions shall apply at all times and shall form the basis by which **Ironing 4 U** conducts its business. Customers using the provision of services of the company enter into this agreement knowing that they shall apply.

b. Notice of change;

Changes to these conditions shall be made by **Ironing 4 U** only. Customers of **Ironing 4 U** shall receive written confirmation of these changes to conditions in one or all of the following:

- (1) By email direct to customer personal email
- (2) Amended versions of conditions being posted to www.ironing-4-u.co.uk
- (3) In writing by direct mail to a customer
- (4) On the reverse side of the customers copy of the 'customer collection note'

c. Pick ups and delivery service

Ironing 4 U makes every effort to make the Collection and Delivery service timely and convenient. If circumstances beyond the control of the **Ironing 4 U** make it impossible to collect or deliver items during the scheduled times, then collection or delivery will be made at the next available slot.

This will take place by 24hrs of the original order taking place. However the following rules shall apply in all instances;

Orders received before 1PM will be collected same day in the evening for delivery next day / next 2 days (evening)

Orders received after 1PM shall be collected AM next day and returned next day / next 2 days (AM)

Sundays do not apply to the above. Refer to below;

Orders received on Sundays will be collected by Monday evening and delivered back next day / next 2 days (Evening)

Collections can be booked using 1 of 3 methods;

- (1) On line via www.ironing-4-u.co.uk
- (2) Telephone booking using the central booking system on 0845 838 5211
- (3) Membership Loyalty Slot – date and time agreed subject to availability

If a scheduled delivery does not take place due to a customer being unavailable, the driver shall leave a 'you where not in' card asking the customer to re-book a schedule. **Ironing 4 U** may apply an additional levy to the customer's next order in instances of non-delivery due to 'no one home'. The charges will apply in instances detailed above;

Not home fixed charge	£	£2.60
Re-deliver charge	£	£2.60

If a customer's order is less than our minimum order value or weight a charge shall be levied to cover all reasonable costs to deliver a customer's order;

Less than 3kg's Del charge	£	£2.60
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Ironing 4 U reserves the right to refuse service to any Customer.

d. Your peace of mind;

Ironing 4 U will not iron items that are **non-iron** or identified as unsuitable. Each item shall be subject to a visible check of the condition of these items before ironing takes place. Unsuitable shall mean that the garment falls into 1 of the following categories;

- (1) Labelled 'non-iron'
- (2) 'Shinny' due to poor garment care
- (3) Torn or ripped unless previously shown to the driver and noted on the collection note

Ironing 4 U does not accept liability for damage due to ironing of items without care instructions or for items treated in accordance with the care labels or other instructions provided. **Ironing 4 U** reserves the

right to refuse to iron any item. **Ironing 4 U** is not responsible for loss of or damage to any personal or non-ironable items left in the garments or bags such as money, jewellery or any other item.

Ironing 4 U only uses natural pure water for use in all ironing processes reducing reactions to chemicals or artificial processing.

Ironing 4 U offers a money back guarantee if you are not completely satisfied. We will do our utmost to ensure that the ironing operation maintains a high quality service. If the Customer is not completely satisfied with the quality of service, the Customer must notify **Ironing 4 U** within 24hrs of receiving the completed service. It is our intention to take appropriate actions to resolve all issues swiftly

e. Payment & Prices

Ironing 4 U accepts credit, debit cards, and cash. Upon completion of a service and the return of your ironing, payment is expected in full, unless otherwise prior agreed.

A minimum purchase value applies to all forms of payment except cash. This is equivalent to our current level of 3kg's or £14.85 min purchase value. If orders fall below our minimum value a levy of £0.65 per order will be charged for payments made with anything other than cash.

Loyalty slot customers can pay by means of an agreed Direct Debit method. This form of payment is for regular users of the service ONLY. **Ironing 4 U** reserves the right to refuse admission into its Direct debit programme.

Upon successfully entering the programme members will receive a completed invoice with each order (as current) at the end of each period (28 days) a statement shall be sent detailing, Invoice No., Date of delivery and amount Net to pay. This will be despatched with 5 days after the end of each period and on after a further 7 days a request for payment shall be made from the members' bank.

All discrepancies or disputes should be notified to **IRONING 4 U** with the first 2 days of receiving your statement.

Price lists are as those published on the latest **Ironing 4 U** price list accessed via the web site or as stated within the retail store or confirmed on a customer's telephone order. All prices are inclusive of VAT at the prevailing rate.

Late payment shall result in suspension of service and a £5.00 levy applied to the outstanding account. For each month the account remains unpaid in full. This charge will be applied after 1 full month of non payment and is not dependant upon value. Domestic customers are encouraged to pay upon delivery.

Cheques that fail to clear the banking clearing system for what so ever reason will result in the member being charged an additional £10 charge for administration and charges incurred.

Discounts from our recommended price list shall be applied as follows;

- (1) The customer has agreed to a loyalty slot i.e. regular pick up and delivery on set days, times and frequency
- (2) A promotional voucher is applied to the overall price of the completed order. No other discounts shall apply at this time
- (3) Agreed employee 2 employer levels of discounts applied
- (4) 'New customer' discounts applied only upon successful application to 'CLUB CARD'
- (5) Friends & Family discount applied if a member recommends the services of **IRONING 4 U** to either friends or family. This shall be awarded after the completion of the new customers 2nd order and is discretionary at all times. Discount shall be awarded in the form of a discount voucher to both the person recommended and the recommender

Discounts **shall not be applied** to any order when the following applies;

- a. The minimum order quantity has not been reached (3 kg's or £14.85 value)
- b. 2 missed cycles in any one quarter regarding the loyalty discount

c. More than 1 discount voucher is tendered against 1 single order.

d. When an attempt to defraud or conduct a fraudulent transaction occurs

f. Claims

1. LOST ITEMS - In the unlikely event of an item becoming lost the Customer must inform the **Ironing 4 U** verbally within 24 hrs. On receipt of verbal notification, **Ironing 4 U** will send a lost item report which must be completed and returned to **Ironing 4 U**. Due to the fact that the contents of each bag are not itemised **Ironing 4 U** is unable to accept liability for the loss of any item. Payment for a lost item is limited to a maximum of £20, which is strictly on a goodwill basis and without prejudice.

2. DAMAGED ITEMS - **Ironing 4 U** exercises utmost care in ironing and processing items entrusted to them and uses such processes that, in its opinion, are best suited to the nature and conditions of each individual item. The Company are not liable for inherent weaknesses or defects in materials, which may result in tears, loss of loose buttons or development of holes in fabric that, are not readily apparent prior to ironing. In the unlikely event of an item becoming damaged during the ironing or delivery process the Customer must inform the Customer must inform **Ironing 4 U** verbally within 24 hrs. On receipt of verbal notification, **Ironing 4 U** will send a damaged item report which must be completed and returned to **Ironing 4 U**. together with the item in question. Payment for a damaged item is limited to a maximum of £20, which is strictly on a goodwill basis and without prejudice.

The Company is fully insured and the policy includes Public Liability. In the unlikely event of total loss of a Customers property due to fire, flood or theft, the maximum amount payable under the policy will be £30 per kg.

g. Responsibilities

It would be appreciated that as much notice as possible be given for cancellations of orders or collections. **Ironing 4 U** will afford its customers the same courtesy at all times. If special requirements are not indicated to the driver at the point of collection then **Ironing 4 U** will provide a level of finishing in line with current product and company processes and procedures.

Customers are reminded to only pack up to 8Kg's in weight of ironing into 1 hamper bag / gauze net. This is in the interests of Health & safety.

h. Trade Marks & Copyright

All content included on its interactive service, stationary, and brochures such as text, graphics, button icons, images and software, is the property of **Ironing 4 U** and is protected by UK and European copyright laws.

Ironing 4 U modular logo is a registered trademark of **Ironing 4 U** in the United Kingdom and Europe.

Contact Us

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