

Terms & Conditions & Privacy Policy– Laundry & Dry Cleaning Services

TERMS & CONDITIONS

1. Acceptance of Terms

By placing an order with us (via website, app, WhatsApp, phone, or in person), the customer agrees to be bound by these Terms & Conditions.

2. Services

We provide washing, dry cleaning, ironing, and related services. All garments are processed as per standard industry practices.

- Laundry deliveries will be made in 72 Hours.
- The Dry Cleaning garments will be delivered in 120 Hours.
- Urgent delivery of garments will be charged @ 100 % Extra.
- Free pickup and delivery are applicable on laundry orders of ₹299 or more within a service radius of up to 2.5 kilometers from our store location. For express services, a minimum order value of ₹599 is required within the same service radius.
- Orders beyond the specified service radius may attract additional pickup and delivery charges, which will be communicated at the time of order confirmation.
- Every effort is made to deliver clothes on time, however due to certain unforeseen circumstances, if the delivery is delayed, we will keep you updated about the delivery times.
- The tariff of garments will be decided on a case to case basis depending on the complexity of the garments. The rates mentioned in the price list are indicative and minimal.

3. Customer Responsibilities

- Customers must check garment care labels and declare any special instructions at the time of order.
- Customers must ensure all pockets are emptied. We are not responsible for loss of cash, jewelry, or personal items left in garments.
- Customers must declare any high-value garments (above ₹5000) at the time of order.
- Any misplacement/short delivery/exchange or any issues should be reported to Zippy Laundromat customer care within 24 hours

4. Processing of Garments

- In the absence of specific instructions, garments will be processed as per standard industry practices at the customer's risk.
- We are not responsible for issues arising due to inherent characteristics of garments including but not limited to color fading, color running, shrinkage, fabric weakness, embellishments, embroidery, or poor quality fabric.
- Every effort is made to remove stains, but Zippy Laundromat & Dry Cleaners, will not be responsible for stubborn and un-removable stains.
- Zippy Laundromat can not be held responsible for breakage of buttons, hooks, beads, trimmings.

5. Liability

- While we take utmost care in processing garments, in rare cases of loss or damage (including burns), our liability shall be limited to 25% of the garment's declared value or 5 times the service charge for that item, whichever is lower. No further claims shall be entertained under any circumstances.
- We accept no liability for any loss or damage of the clothes arising due to fire, burglary etc.
- All articles are accepted at customers' risk.
- We are digitally active on all the social media platforms. We may use the images of your clothes for promotional purposes.

6. Order Verification

Garment count and condition shall be recorded at the time of pickup. Any discrepancy must be reported within 24 hours of delivery. After this period, no claims shall be entertained.

7. Delivery

- Delivery timelines are estimates and may vary due to operational or external factors.
- Customers are requested to examine garments at the time of delivery and report any issues immediately.
- If the customer is unavailable, re-delivery charges may apply.

8. Payments

- Full payment must be made before or at the time of delivery unless otherwise agreed.
- We reserve the right to withhold delivery until payment is completed.

9. Cancellation & Refunds

- Orders can be cancelled before processing begins.
- Once processing has started, cancellation is not allowed.
- Refunds, if applicable, will be processed within 5–7 working days.

10. Unclaimed Garments

- Garments not collected within 7 days of delivery attempt or completion will attract storage charges.
- Items unclaimed for more than 30 days may be disposed of or donated at our discretion without further liability.

11. Force Majeure

We shall not be liable for any delay or failure in performance due to events beyond our reasonable control, including but not limited to natural disasters, strikes, machine breakdowns, or government restrictions.

13. Jurisdiction

All disputes shall be subject to the exclusive jurisdiction of courts located in Pune, India.

14. Modifications

We reserve the right to update these Terms & Conditions at any time without prior notice.

PRIVACY POLICY

- Zippy Laundromat & Dry Cleaners, uses and protects all private information that it collects for its customers such as Customer Mobile Number and personal details.
- Any information shared by users is used with consent for the fixed purpose. By submitting the personal information about yourself, you expressly consent in unequivocal terms that the same can be used in the manner deemed fit and proper in the given facts and circumstances.
- We use this information to give you customised services like:
 - Inform you about the status of your order.
 - Share new and attractive services that we introduce.
 - Share offers and packages.
 - Research to get feedback from you on our services.
- Our means of reaching out to you would be any of the following:
 - Telephone call
 - WhatsApp messages
 - Text messages
 - Email's
 - Direct Mailer
- For any queries, contact our customer care at 7745005588.