

Swiss Laundry Ltd

Terms & Conditions

When you use the Swiss Laundry Ltd website you are subject to our Website Terms & Conditions.

We recommend you read these prior to undertaking any activity on the site, in particular making an online transactions within the site or submitting personal details.

We endeavour to ensure website accuracy in relation to services and pricing. However, we accept errors may occur. If such an error occurs, the Swiss Laundry Ltd reserves the right to contact you prior to order completion to update the price. You may either cancel your order or re-confirm it based on the correct information.

We cannot accept liability for out of pocket expenses or other costs incurred due to failed or delayed deliveries.

We declare the following clear statements regarding the following:

1. Online Transactions (our Dry Cleaning) Login access

- a. Any transactions made through our website are subject to our acceptance.
- b. Online payments are always inclusive of VAT

2. Privacy Policy and General Data Protection Regulation (GDPR)

Through the course of our operation we capture, store, process and use personal data with the lawful consent of our customers and for reasons to do with the efficient management and control of our dry cleaning business.

We do not sell, share or pass on that data to any third party for any reason whatsoever. No-one apart from our authorised staff and certain professional advisers have access to that data.

We have a system in place to regularly review data accuracy, record any changes and manage ongoing consent as well as the destruction of data that is no longer relevant or necessary.

We respect the right of our customers to know what data we hold on file about them and amend or delete if asked to do so. We respect the right to be forgotten.

We respect the rights of our customers to object to our methods of capture and storage and to complain to the Information Commissioner's Office (ICO) if they think there is a problem with the way we handle their data.

3. General

- a. Use of this site is subject to English law.
- b. Liability for any claim for loss or damage shall be limited to the sum paid by you for the services provided.

- c. Swiss Laundry Ltd reserves the right to amend terms and conditions from time to time and any such changes will be communicated on our website.

4. Code of Practice

Swiss Laundry Ltd endeavour to treat all items in our care with the same highest quality standards by which we operate. All items will receive the same care and attention to deliver the best possible results.

As a member of the Textile Services Association Ltd we undertake not to restrict our liability under the general law and shall so far as is reasonably practicable.

- a. Handle all clothes, linens, furnishings and other items accepted by us for processing with proper and due care and attention.
- b. Pay fair compensation for loss or damage due to negligence on our part.
- c. Train our staff to be competent, courteous and helpful at all times.
- d. Keep our shops, vans, containers and premises clean and tidy.
- e. Maintain the highest possible standard of quality and service consistent with the price charged.
- f. Display in shop premises a list of prices for standard articles.
- g. Have all orders ready or delivered at the time stated, unless prevented by exceptional circumstances.
- h. THE TSA'S CUSTOMER ADVISORY SERVICE IS AVAILABLE TO HELP RESOLVE ANY DISPUTES WHICH ARISE BETWEEN MEMBERS OF THE ASSOCIATION AND CUSTOMERS