

Terms and Conditions of Service

Newport Laundry - Laundry Service

Newport Laundry's Laundry Service is provided subject to the customer's compliance and acceptance with the terms and conditions as set out below in this document.

Newport Laundry will provide a pick up and return service of the customers laundry requirements. All services must be paid for on delivery or in advance.

Customers must place all items into their **laundry bags** or the laundry bags supplied by Newport Laundry at the time of pick up or have the laundry bags ready for collection at the agreed time and date of collection. If the laundry bags are supplied by Newport Laundry then a 5.00 deposit is required for each laundry bag.

Newport Laundry reserves the right to determine the collection and delivery times and sites at its own discretion and reserves the right to reschedule such times upon prior notice to the customer.

Newport Laundry will use reasonable effort to ensure that its cleaning services maintain high quality however:

1. Newport Laundry is not responsible for clothing that bleeds, shrinks or otherwise changes as a result of normal washing.
2. Newport Laundry is not responsible for lost articles unless proven that Newport Laundry was responsible for the loss.
3. Newport Laundry is not responsible for garments labelled "hand wash only" or "dry clean only" and we are not responsible for checking of labels in customers garments. Please check the labels before delivering garments to Newport Laundry's Laundry Service.
4. Newport Laundry is not responsible for loss of or damage to any personal or non-cleanable items left in the laundry bags such as money, jewellery or anything else. Customers agree not to leave such or similar items in the laundry bags.
5. Newport Laundry is not responsible for any loss or theft or damage of items left unattended for collection or delivery weather left by the customer or Newport Laundry's Laundry Service.
6. Newport Laundry reserves the right at all times to refuse to clean any item or garment.
7. Newport Laundry does not guarantee removal of any or all stains. Additional cost will apply for stain removal.

Newport Laundry may publish via their web page the detergents and chemicals used by it's Laundry Service in their washing process. It is the customers responsibility to ask about these detergents and chemicals and acquire knowledge of any allergic reactions that may occur by their use. Newport Laundry reserves the right to change their suppliers and the choice of detergents and chemicals and will publish the change.