

THE IRON LADY – TERMS & CONDITIONS

1. Terms of Payment

- 1.1 Collection & delivery customers must either pay before or on delivery by cash, cheque or bank transfer.
- 1.2 We reserve the right not to collect or deliver any items until payment has been received.
- 1.3 Counter customers must either pay before or on collection by cash, cheque or bank transfer.

2. Pricing

- 2.1 We reserve the right to change our prices at any time without prior notice.
- 2.2 All prices are inclusive of the standard rate of VAT.

3. Exclusions to liability

- 3.1 Despite our intent to identify problem garments in advance, we cannot assume responsibility for inherent weaknesses/ defects in materials that are not apparent prior to cleaning. We are not responsible for sun fading, colour loss due to non fastness, wear and tear and shrinkage.
- 3.2 The Iron Lady is not responsible for defects in any items treated by them not drawn to their attention at the time of collection or leaving of garment.
- 3.3 The Iron Lady will not be responsible for damage to any items which are not suitable for dry cleaning, laundering or ironing. Items not carrying a care label will only be cleaned at owners own risk.
- 3.4 Trimmings especially sequins & beading are not all drycleanable and may melt or come off during the dry cleaning process. This is a design issue rather than a cleaning one, and all such items are cleaned at the owners risk.
- 3.5 Customers can be asked to sign an owners risk form for any garment at any time.
- 3.6 If any item is lost or so damaged as to be unusable through the fault of the Iron Lady or its employees, the Iron Lady's liability will not exceed 5 times the cost of the treatment for which the items was delivered to them.

4. Stain removal

- 4.1 While all reasonable care will be taken, the Iron Lady cannot guarantee that all stains on items treated for dry cleaning will be removed, or that any item will not shrink or remain colour fast. Stained items are cleaned at owners risk.
- 4.2 Stain removal is often made easier if stains are identified at the time of leaving the garment. The chances of stain removal are reduced if any non-professional techniques have been applied by the customer.
- 4.3 Staining caused by water or condensation cannot be removed in the dry cleaning process and may become more prominent after cleaning.

5. Bulk service wash

- 5.1 We take care of all of your garment care needs however we take no inventory or check washing label instructions. We are careful with all items but are unable to accept any complaints or claims for colour fastness, shrinkage or missing items.

5.2 Please make sure your Service wash bag contains washable items only.

6. Ties.

6.1 The padding of some ties may twist out of shape. Therefore ties are only cleaned at owner's own risk.

7. Curtains.

7.1 All curtains can shrink but it is usually minimal and in the dry cleaning process the majority of curtains do not shrink. A contributory factor to shrinkage can also be the atmospheric conditions, humidity and temperature they have been exposed to during use.

7.2 Material manufactures are required to ensure that fabric shrinkage will not exceed 3% and an allowance to this degree should be made when making up the curtains. Hems can be let down to compensate for shrinkage, however this may leave a wear line.

7.3 **Fading.** Most curtain fabrics fade during use even with linings attached. Some areas can be more affected especially the edges. Removal of the dust and general soiling can on occasions make the fading more prominent after cleaning. Velvet is the most vulnerable material.

8. Customers are asked to check that all of their orders are there when collected, as errors cannot be rectified later.

9. Collection & Delivery.

9.1 Time and dates are only estimates and do not form a contract. Times may vary due to volume, breakdown and outside influences.

9.2 The company reserves the right to not accept an order or cancel an order if there is reason to suspect staff may be at risk of physical or verbal abuse or if there have been problems of the customer not opening the door to a collection or delivery previously or difficulties of access to the premises.

10. The Iron Lady reserves the right to refuse our service to any customer.

11. Terms & Conditions

11.1. Acceptance of this service will also mean acceptance of the terms and conditions listed above.

11.2. The Iron Lady reserves the rights to amend these terms & conditions without prior notice.

11.3. These terms and conditions do not affect your rights as a consumer.

12. Customers are reminded Garments not collected will be disposed of after 3 months. The Iron Lady reserves the right to dispose of garments without further notice.