

FAQs

General Services

1. **What services does Tumbledry offer?**

Tumbledry provides laundry, dry cleaning, shoe cleaning, carpet & curtain cleaning, and leather care. We cater to regular garments, delicate fabrics, and designer wear.

2. **How do I book a service?**

You can schedule a pickup through our website, mobile app, or by calling our customer support. Walk-ins at our stores are also welcome.

3. **Do you clean delicate fabrics and designer wear?**

Yes, we specialize in handling delicate fabrics like silk, wool, and heavily embroidered garments with gentle dry cleaning techniques.

4. **Do you provide ironing services?**

Yes, we offer steam ironing as part of our laundry and dry cleaning services to ensure wrinkle-free clothing.

5. **Can I customize my laundry preferences?**

Yes, you can specify your preferences for detergent type, fabric softener, or folding style when booking or at pickup.

6. **Is my laundry washed separately?**

Yes, each customer's laundry is washed separately to maintain hygiene and prevent color transfer.

7. **Do you use chemical-free detergents?**

Yes, we use eco-friendly, skin-safe detergents that are gentle on fabrics and safe for children.

8. **Do you offer express delivery?**

Yes, we provide express services for laundry and dry cleaning at an additional charge, ensuring quicker turnaround times.

9. **What if my clothes shrink or fade?**

We use advanced cleaning techniques that prevent shrinkage and color fading, ensuring your garments remain in excellent condition.

10. **Do you provide commercial laundry services?**

Yes, we offer laundry and dry cleaning solutions for hotels, hospitals, salons, corporate offices, and other businesses.

Pickup & Delivery

11. Is pickup and delivery free?

Yes, we offer free home pickup and delivery for orders that meet the minimum value of ₹350 after discounts.

12. How long does pickup take?

Pickup is usually scheduled within 24 hours of booking, but you can select a preferred time slot for added convenience.

13. Can I schedule a pickup for a specific time?

Yes, you can choose your preferred pickup and delivery time slot when booking the service.

14. What areas do you serve?

Tumbledry operates in over 400+ cities across India, including Delhi, Mumbai, Bangalore, Chennai, Hyderabad, and more.

15. Can I track my order?

Yes, you can track the status of your order through our mobile app, where you'll receive real-time updates.

16. What happens if I miss my pickup or delivery?

If you miss your scheduled pickup or delivery, you can reschedule it through the app or by contacting customer support.

17. Do you offer contactless delivery?

Yes, we provide a contactless pickup and delivery option upon request for added safety and convenience.

Pricing & Payment

18. How much does laundry or dry cleaning cost?

Prices depend on the type of clothing, fabric, and service required. Our website and app have detailed pricing information.

19. Do you offer any discounts?

Yes, we offer 20% off on the first order and have attractive membership plans with exclusive discounts.

20. What payment methods do you accept?

We accept cash, UPI, credit/debit cards, and online payments through our app and website.

21. Can I pay after delivery?

Yes, we offer a cash-on-delivery option, as well as online pre-payment for a seamless experience.

22. Are there any hidden charges?

No, all prices are transparent, and any additional charges will be communicated before processing your order.

Turnaround Time (TAT)

23. How long does laundry take?

Standard laundry services take 24-48 hours, depending on the type of fabric and washing requirements.

24. How long does dry cleaning take?

Dry cleaning typically takes 4-5 days, depending on the fabric and level of cleaning required.

25. How long does shoe cleaning take?

Shoe cleaning and restoration usually take 3-5 days, depending on the type and condition of the footwear.

Customer Support & Issue Resolution

26. What if I have a complaint about my service?

If you are not satisfied, you can contact our customer support at 8080809334, and we will address the issue promptly.

27. What if my clothes get damaged during cleaning?

We offer a Guaranteed Cloth Protection Program that provides up to 10 times the order value in case of damage or loss.

28. How do I cancel my order?

Orders can be canceled before processing starts by contacting our customer support team.

29. Do you offer refunds?

Refunds are provided in cases of service-related damage or loss, as per our terms and conditions.

30. Can I request a re-cleaning if I am not satisfied?

Yes, if you are unsatisfied, you can request a re-cleaning within 7 days of delivery, and we will process it free of charge.