

## **Terms and conditions**

The services provided by Washup (the **Company**), as stated and in respect of the items (the **Articles**) enumerated on the front of this receipt (each a **Service** and collectively the **Services**), are strictly subject to your (the **Customer**) compliance with the terms and conditions set forth below.

This agreement is strictly between the Company and the Customer and does not in any way constitute or imply any relationship with any other person and the Company shall not be responsible to any other person in respect of the Services hereby provided.

1. The Customer shall count the Articles to be handed over to and/or received from Washup at the time of pickup or delivery, as the case may be, in order to verify the Articles against the receipt provided to the Customer by the Company's delivery representative. Please inform the helpline in case of any missing Articles immediately and no later than within three (3) calendar days of receiving delivery of the Articles. The Company will not be responsible for any complaints and/or claims made after the expiry of three (3) calendar days from the date of delivery of the Articles.
2. The Company is not responsible for the loss of, or damage to any personal or non-cleanable items left in any Article, such as money, jewelry, etc.
3. All Articles will be held and Services will be provided in their respect by the Company using utmost care, but owing to the condition of the Articles or any non-apparent/non-visible defects in its material, there is a possibility of discoloring or shrinkage. Such Articles are accepted for cleaning at the Customer's risk and the Company will not accept any responsibility for any damage or alteration to the Article(s) that is not caused by the negligence or fault on the part of the Company.
4. In case of any loss or damage to the Articles caused by the Company, as the Company shall determine, compensation will be provided to the Customer, which shall not exceed three times the value of the Service of the lost or damaged Article. Compensation shall only be provided in the form of service coupons to be issued by the Company, which may be used to avail the Company's services. The Company shall not be liable for any monetary compensation in the case of any loss or damage to any Article(s) and the Customer agrees without exception, to limit the liability of the Company to this extent. The Customer shall not be entitled to any amount of compensation in excess or in any other circumstance, except as herein agreed.
5. The Company accepts no liability for "special care" & delicate items that require special attention during the cleaning process, even if the Customer has informed the Company's representative of such requirements. For your convenience, please inquire about washing instructions by contacting the Company's helpline in advance of handing over any Article to the Company's representative.
6. The Company does not accept the loss of or damage to Article(s) as may be caused by theft, fire, breakdown, accident, war, strike, or any other circumstance that is beyond the control of the Company.
7. The Company reserves the right to refuse cleaning of any Article due to defects found during the inspection stage.
8. Removal of stains is a part of the process of Services, but a complete removal of stains cannot be guaranteed. Therefore the Articles will be processed at the Customer's risk, as stain removers can damage the strength and color of the articles.
9. The Company shall not be held responsible for the loss of or damage to any ornaments/ jewelry fittings on the article.
10. The Company accepts payment in cash only, upon delivery of the Articles to the Customer. The Company and its delivery representative retain the right to refuse the delivery of any Article(s) in case the complete order bill payment as stated on the front of this receipt, is not provided. A copy of this receipt will be handed over to the Customer at the time of collection of the Articles by the Company's representative.
11. The Company's working hours are between 10:00AM-5:30PM from Mondays to Saturdays. The Company will not be open on Sundays and on all federal, provincial and festival holidays. The Company shall not liable to respond to the Customer's inquiries during these holidays, or other than during the stated working hours of the Company.