

# Laundry Palace - Terms & Conditions

**Stay Organized**

By placing your Order with Laundry Palace, you agree to the following terms and conditions:

1. "Laundry Palace" is not responsible for fastness of colour or shrinkage of garments & does not guarantee 100% removal of stains.
2. "Laundry Palace" cannot be held responsible for breakage of buttons, hooks, beads, trimmings.
3. For any prepaid orders, if payment is online, refund request can be placed & valid till 7 days from the date of payment.
4. The company cannot be held responsible for delay, loss or damage to any arising from unforeseen circumstances or from causes beyond control.
5. Any misplacement/short delivery/exchange should be reported to Laundry Palace office/customer care within 24 hours of laundry delivery.
6. Customers are requested to examine their garments before taking delivery and we are not responsible for any damage reported after delivery.
7. Billing will be direct and does not presume any credit facilities.
8. Every efforts are made to deliver clothes in time.
9. But due to some uncontrollable circumstances, if the delivery becomes late, the customer is not entitled for any compensation or reduction in the charges.
10. Laundry Palace will reimburse in accordance with the International Fabricare Fair Claims Guide and shall not exceed ten (10) times our charge for cleaning that garment regardless of brand or condition or Rs. 500 which is lower. / (10 times of the washing rate will be given for articles lost/damaged if claimed within 48 hours) or Rs. 500 which is lower.
11. The Service and Tariff is subject to change without notice

## **For Silver/Gold/Platinum Members**

1. Membership offer is valid for calendar month only.
2. Flat discount of 20/25/30% will be given on full advance payment.
3. Cash Back is eligible after fulfilling the criteria of 50/100/150 cloths of selected plan and will be given on last day of every month.

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