

## Terms & Conditions

### 1. APPLICATION

By using our services, you agree to be bound by the following terms and conditions which may change from time to time without notice.

### 2. PAYMENT TERMS

All quoted prices are inclusive of Goods and Services Tax and are subject to change without notice.

All invoices must be paid on collection of garments or as otherwise directed by us and we reserve the right to retain your goods until payment in full is received.

### 3. COLLECTION OF GARMENTS

Whilst we shall make every possible effort to process garments within the prescribed time-frame we shall not be liable for delays.

In the event that garments are not collected within ninety (90) days we reserve the right to dispose of them as we see fit and shall not be held liable for any loss that you may suffer in such an event.

### 4. CARE FOR GARMENTS

To protect your garments, we follow the Care Label instructions on each item we process. If you request garment treatment which is contradictory to that indicated on the Care Label instructions, we will make an attempt to contact you and advise you of the potential risks associated with proceeding with the treatment. If we are unable to gain your informed approval to proceed, we shall refrain from cleaning the garment in question, or take extensive digital photography of the garment(s) prior and/or during cleaning. If you authorize us to proceed, you must assume responsibility for any damage to the garments.

We accept no liability for garments that have missing or removed Care Labels.

We check garments for any damage that could be exacerbated by the laundering/dry-cleaning process. If we have any concerns regarding a garment, we will make an attempt to contact you and obtain your approval to tailor the garment ahead of cleaning it. If we are unable to gain your approval, we shall refrain from cleaning the garment in question, or take extensive digital photography of the garment(s) prior and/or during cleaning. Likewise, if we have any concern about the colourfastness, age,

or condition of the garment, we will contact you in a similar fashion to obtain your approval, or return the garment to you untreated, or take extensive digital photography of the garment(s) prior and/or during cleaning.

While most garments will always remain on our premises, some will be sent out from time to time for additional care, such as garment alterations, repairs, redyeing, dry cleaning, laundering, wet cleaning, additional specialist care, when we have machinery breakdown and need to maintain service etc. We will use our discretion and maintain full control and responsibility for any garments during movement.

## 5. SAFE CLEANING GUARANTEE

We offer a safe cleaning guarantee. This means we will process every garment we accept safely. This does not mean we will remove every stain from every garment. If it is our professional opinion that stain removal will be unsafe, or will compromise our safe cleaning guarantee, stain removal efforts will cease.

## 6. DAMAGE

We exercise utmost care in cleaning and processing garments entrusted to us and use such processes which, in our opinion, are best suited to the nature and conditions of each individual garment. Nevertheless, we cannot assume responsibility for inherent weaknesses or defects in materials (such as sun fading on curtains) which may result in tears or the development of small holes in fabric that are not readily apparent prior to processing. In dry-cleaning and laundering we can not guarantee against colour loss, colour bleeding, and shrinkage; or against damage to weak and tender fabrics.

Given the delicate nature of some leathers and suedes, all leather and suede garments are cleaned entirely at your own risk, and we do not accept any responsibility or liability for any damage or fading as a result of the dry-cleaning process.

Our liability with respect to any damaged to garments caused by us shall not exceed ten (10) times our charge for cleaning that garment regardless of brand or condition.

No claims for damages will be recognized unless you advise us of same within forty eight (48) hours of collecting the garments.

## 7. LOSS OF GARMENTS

We exercise utmost care in processing garments received to avoid misplacement or loss of items. However, there will be instances where items may get misplaced or lost. As such, we ask that you advise us of any discrepancy within 24 hours of picking up your garments so that we may investigate the matter and make a determination.

Our liability with respect to any lost item shall not exceed ten (10) times our charge for cleaning that garment regardless of brand or condition.

## 8. PERSONAL ITEMS

Please check all of your garments for money, jewellery or other valuables prior to depositing them with us. If we find any valuables in your garments, we will make every effort to return them to you but we cannot be held liable for the loss of any such articles that are forwarded to us.

## 9. RE-CLEANING

We inspect every garment before returning them to you to ensure that they meet our strict quality measures.

It should be noted however, that we may not be able to remove all stains safely from your garments but we will make every attempt to remove stains without damage to your garment.

## 10. PRIVACY

We will use your customer information in the regular course of providing services to you. We respect your privacy and warrant that any information you give us will be held with the utmost care and security, and will not be used in ways to which you have not consented.

Providing us with correct and up to date personal information allows us to better serve you by (1) contacting you about any issues which may arise during the handling of your garments; (2) sms or mailing to you special promotional materials; and (3) processing your credit card payments.

## 11. JURISDICTION

These terms and conditions shall be governed by and interpreted in accordance with the laws of the State of Queensland and the parties shall submit to the non-exclusive jurisdiction of the courts of the State of Queensland.