

LAUNDRY HOUSE CONDITIONS

LAUNDRY HOUSE COMPANY LIMITED ("WE/LAUNDRY HOUSE") IS PLEASED TO PROVIDE LAUNDRY SERVICE TO YOU ("YOU" OR THE "CUSTOMER"), YOUR USE OF LAUNDRY SERVICE INDICATES YOUR AGREEMENT TO BE BOUND BY THE TERMS AND CONDITIONS CONTAINED HEREIN.

1. CODE OF ETHICS AND STANDARD OF PRACTICE

Laundry House is a Member of the Guild of Dry Cleaners and Launderer, UK. As a member of this Association, we commit ourselves to the high standards of professional conduct, which protect the interests of Customers and safeguard the right of the public. Consequently, we pledge and agree to abide by the Code of Practice as stipulated and undertake to:

- a. Handle all clothes, linens, furnishings and other items accepted by us for processing with proper and due care and attention.
- b. Investigate any complaint promptly and, if requested, reprocess, free of charge, any article which is unsatisfactory due to fault on our part.
- c. Train our staff to be competent, courteous and helpful at all times.
- d. Keep our shops, vans, containers and premises clean and tidy.
- e. Maintain the highest possible standard of quality and service consistent with the price charged.
- f. Display in shop premises a list of prices for standard articles.
- g. Have all orders ready or delivered at the time stated, unless prevented by exceptional circumstances and or events beyond our control.
- h. In the event of a claim, we will refer to the Fair Claims Guide factoring in depreciation of the garment in question but our liability shall be limited to general money damages in a maximum amount not to exceed Ten times (x10) the charge for the cleaning service paid by the customer.

2. OUR SERVICE TERMS

- a. Laundry House is only responsible for articles collected and verified by our representative.
- b. Customers are advised to always check and verify the garment count and condition at the point of handing over or receiving garments. Laundry House accepts no liability for discrepancies reported

DRY-CLEANING TERMS AND

- c. subsequent to leaving our Facility or concluding with our Representatives.
- c. Should the Customer decide not to verify the garment count at the point of handing over or receiving garments, Laundry House count will be taken as accurate.
- d. Unused monthly garment quota/service is prepaid for a number of clothes per month. Any unused units of clothing cannot be carried over to the subsequent month.
- e. The Monthly Household Laundry Service is a prepaid only service. Please refer to the specific terms & conditions for this service.
- f. The Fine Shirt (Laundry) Service is a prepaid only service.
- g. Articles & Garments of significant value, from US\$300 and above must be declared at the point of handing over.
- h. All garments/articles not collected after 3 months will be donated to charity.
- i. Customers are urged to collect their ready garments within the stipulated time, as our Insurance Cover is for a 6-week duration from date of the order and we will not accept liability for loss or damage beyond this period.
- j. All Garments & Articles delivered for processing must be collected in total. Customers are encouraged to collect any outstanding orders before delivering new orders.
- k. We encourage Customers to always dispose of the plastic cover used for packaging garments to avoid condensation and also for safety of children.
- l. Please refer any complaints regarding processed items within 2 weeks of collection, providing your receipt, the processing tag showing the state of the fabric and the tag showing the order details.
- m. Please note that we reserve the right to review prices without prior notice.
- n. Please declare any fire damaged garments at the reception for price confirmation.
- o. Customers who lose their collection tickets will have to complete our verification process, providing a signed copy of their photo I.D. before collection of their garments.

3. PAYMENT TERMS

- a. Pre-payments in full apply for cleaning of Wedding gowns, Duvets, Comforters, Curtains, bulky household articles and all PayFirst/Prepaid Services.
- b. Pressing only service is 60% of standard cleaning cost.

LAUNDRY HOUSE CONDITIONS

- c. Pressing charges will apply for Repairs & Alterations Services below N1,500
- d. Children's garments (12 years & under) are cleaned at 50% of standard cost.
- e. We accept cash and bank cards and bank transfers.
- f. We don't accept cheque payment for Express Services.
- g. The WashAMan Service & Fine Shirt Services are Pre-payment ONLY Services.

4. FORCE MAJEURE

Neither party shall have any liability under or be deemed to be in breach of this Agreement for any delays or failures in performance of this Agreement which result from circumstances beyond the reasonable control of that party. The party affected by such circumstances shall promptly notify the other party in writing when such circumstances cause a delay or failure in performance and when they cease to do so. If such circumstances continue for a continuous period of more than three months, either party may terminate this Agreement by written notice to the other party.

5. AMENDMENTS

This Agreement may only be amended in writing signed by duly authorised representative of the parties.

6. ASSIGNMENT

This terms shall not be assigned, delegated, sub-contracted, mortgaged, charged or otherwise transferred any or all of its rights and obligations under this Agreement without the prior written consent of LHC.

7. ENTIRE AGREEMENT

This Agreement contains the whole agreement between the parties and supersedes and replaces any prior written or oral agreements, representations or undertakings between them. The parties confirm that they have not entered into this Agreement on the basis of any representation that is not expressly incorporated into this Agreement.

DRY-CLEANING TERMS AND

8. AGENCY, PARTNERSHIP ETC

This Agreement shall not constitute or imply any partnership, joint venture, agency, fiduciary relationship between the parties other than the contractual relationship expressly provided for in this Agreement. Neither party shall have, nor represent that it has, any authority to make any commitments on the other party's behalf.

9. SEVERANCE

If any provisions of this Terms is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from this Terms and rendered ineffective as far as possible without modifying the remaining provisions of this Terms, and shall not in any way affect any other circumstances of or the validity or enforcement of this Agreement.

10. NOTICES

Any notice or other communication required or permitted in this Agreement shall be in writing and shall be deemed to have been duly given when received. Notice may be served personally or electronic mail transmission with confirmation, or by acknowledged courier delivery and addressed to the Laundry House Company Limited at the addresses set forth below.

11. LIABILITY/DISCLAIMER

Our liability shall be limited to general money damages in a maximum amount not to exceed Ten times (x10) the charge for the cleaning service paid by the customer during the term in which the damages are alleged to have occurred, regardless of the form in which any legal or equitable action may be brought and the foregoing shall constitute the customer's exclusive remedy. In no event will we be held liable or be responsible for any consequential, special, indirect, incidental or punitive loss or damages, whether or not we knew or should have known of the likelihood of any such loss or damages. We disclaim all warranties, express or implied, with respect to the services rendered to the customer.

LAUNDRY HOUSE CONDITIONS

DRY-CLEANING TERMS AND

12. DISPUTE RESOLUTION

- a. The parties shall endeavour to settle amicably any dispute, difference or claim arising whether directly or indirectly from this Agreement, or relating to this Agreement or the breach, termination or invalidity thereof. If the dispute, difference or claim is not settled amicably within 14 (fourteen) days, the dispute, difference or claim shall be referred to the Lagos Multi-Door Courthouse (LMDC) for mediation which shall be conducted in accordance with the LMDC Mediation Procedure Rules or such other rules mutually agreed by the parties.
- b. Each party shall bear its own costs and would be liable to contribute the same amount in respect of fees to be paid to the Mediator.

13. Law and jurisdiction

- a. The validity, construction and performance of this Agreement shall be governed by Nigerian law and shall be subject to the exclusive jurisdiction of Nigerian courts to which the parties submit.

Contact Details

Customer Service & Business: (+234 810-592 8414;
+234 809 581 2152)

Email: admin@laundryhouseco.com
customercare@laundryhouseco.com

Website: www.laundryhouseco.com

Head Office and Cleaning Facility

1st & Ground Floors Gold Crest Plaza, Km 14, after
2nd Toll Gate,
Ajah, Lekki
Lagos
Nigeria

Branch - Ikoyi

19 Ribadu Road
Off Awolowo Road, Ikoyi, Lagos