



Name: _____

Address incl. Postcode _____

Email: _____

Tel No: _____

Collection Date: _____

Delivery Date: _____

Delivery Notes: _____

Shirt Laundry (Wash or Dry Clean - Please circle either the W or DC column)

Qty	Item	W	DC
	Shirts - WASH - Qty 1 to 4	2.50 ea	
	Shirts - WASH - Qty 5 to 9	2.20 ea	
	Shirts - WASH - Qty 10+	2.00 ea	
	Dinner Shirt	4.60	
	T Shirt	2.50	
	Suit, 2 Piece		14.65
	Suit, 3 Piece / Dinner		18.20
	Suit (Jacket & Dress)		18.20
	Tie, Silk		6.15
	Tie, Polyester		4.70
	Waistcoat		6.70
	Trousers from		8.10

Sheets, Covers & Blankets (Wash only)

	Valance Sheet	from	6.00
	Pillowcase		1.25
	Sheets	from	4.00
	Single Duvet Cover		6.00
	Double Duvet Cover		7.00
	King Duvet Cover		8.00
	Superking Duvet Cover		9.00
	Mattress Protector	from	5.00
	Bedspreads	from	13.00
	Blankets Single		10.00
	Blankets Double		12.00
	Blankets King		14.00
	Blankets Superking		16.00
	Candelwick Blanket		10.00

Duvets & Pillows (Wash only) Please circle correct description & price

	Single Duvet / Feather	15.00 18.00
	Double Duvet / Feather	17.00 20.00
	King Duvet / Feather	19.00 22.00
	Superking Duvet / Feather	23.00 26.00
	Sleeping Bag / Feather	15.00 18.00
	Pillow / Feather	8.00 11.00

Service Wash (Wash, Dry & Fold)

	Wash, Dry & Fold (min. 4kg)	3.00/Kg
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Clothing - Dry Cleaning (Please circle correct description & price)

Qty	Item	Price
	Blouse / Shirt	6.35
	Blouse / Vest Top	5.60
	Dress, Regular Day	10.10
	Dress, Evening	from 14.00
	Skirt, Regular	from 8.10
	Skirt, Semi Pleated / Fully Pleated	11.25 15.70
	Knitwear, Light / Heavyweight	7.30 8.80
	Jacket / Blazer	10.10
	Jacket, 3/4 Length	12.00
	Hunting Jacket	15.00
	Overcoat, Mid / Full Length	13.15 15.20
	Raincoat, Mid / Full Length	13.60 15.90
	Ski Wear & Re-Proofing	from 20.00
	Pashminas	from 7.00

Special Items - Dry Cleaning

	Wedding Dress	from	80.00
	UGG Boots		15.00
	Leather Items	from	£40
	Suede Items	from	£40
	Sheepskin Cover	from	12.00
	Curtains Small	from	40.00
	Curtains Medium	from	80.00
	Curtains Large	from	100.00

Other Items (Wash only)

	Hand Towel	1.30
	Bath Towel	1.80
	Bath Sheet	2.20
	Bath Mat	from 2.50
	Flannel	0.80
	Tea Towel	0.80
	Napkin	0.90
	Tablecloths	5.00
	Hanky	0.70
	Pyjamas	3.50
	Nightie	3.50
	Dressing Gown	7.00
	Socks (Pair)	0.60
	Underwear	1.00

Other Special Instructions or Special Items:

Prices are 'from' and are subject to change or additional charges. Please ensure all pens, valuables etc are removed from garments. It is the customer's responsibility to make sure that colours are sorted correctly for our Wash, Dry & Fold service, and to check garments are suitable for tumble drying. In the event of incomplete details or discrepancies, our count is to be accepted as final.

Once completed, please place this list inside your laundry bag.

Home & Dry Cleaning Ltd Tel: 01243 543877 Email: info@homeanddry.biz Web: www.homeanddry.biz
Unit One, St James Works, St Pancras, Chichester, West Sussex PO19 7NN



TERMS & CONDITIONS

100% Satisfaction, no questions asked, money back guarantee

If you are not satisfied with the quality of our cleaning/repairs, please contact us within 3 days. If appropriate we shall reprocess your garment at no extra cost. If you are still not satisfied we will refund the cost of cleaning/repair.

FREE Minor Repairs

Missing or damaged buttons will be replaced for free, if we can find a match. If you have the button, please attach it to the garment and note it on the Order Form. Examples of minor repairs include a few hem stitches, trouser/skirt belt buckle stitch, minor stitching, secure buttons/hooks, small seam re-stitching, etc.

Repairs & Alteration

Before going ahead with a repair or alteration for which you will be charged, we will check with you to confirm the price.

Care Label Instructions

We exercise great care in processing your articles and use methods best suited to the nature and condition of each article. We clean in accordance with the care label instructions. In the absence of this we will consult you but not be liable in the event that the chosen method damages your clothes.

Limitations

Despite our intent to identify problem garments in advance, we cannot assume responsibility for inherent weaknesses/ defects in materials that are not apparent prior to cleaning. We are not responsible for sun fading, colour loss due to non fastness, wear and tear and shrinkage.

Stain Removal

We aim to remove all stains but in some cases this is not possible. The chances of stain removal are reduced if any non-professional techniques have been applied such as the use of water or soda.

We treat problematic stains with great caution but sometimes to achieve results we need to use harsher techniques and chemicals. Should the need arise we will contact you before going ahead as certain stain removals can only be done at the customers own risk. We may not be able to guarantee the results.

Suede & Leather

Suede & leather garments are examples of materials that have inherent weaknesses or defects in the material. They are subject to natural flaws. We cannot take responsibility for colour imbalance or shrinkages.

Delivery Policy

Late Delivery- We have spent many hours and tested a range of different procedures to help ensure that your dry cleaned garments arrive when expected. However, traffic being as it is there might be unusual circumstances which make it impossible to deliver your order during the scheduled day. We will do all that we can to keep you fully informed using email, text messages or telephone. Our policy is that if we cannot deliver on the expected day, it will be delivered immediately the following working day.

If, after placing the order, a customer becomes aware the driver will not be able to collect or deliver to their address at that time due to any circumstances, the customer must inform the company as soon as possible. The company will endeavour to agree another convenient time, but this would be subject to availability by time and date.

If the driver visits the address within the scheduled time and there is no response or is unable to gain access, the customer will be informed. In such circumstances, the company will endeavour to agree another convenient time, but this would be subject to availability by time and date. The company reserves the right to terminate the account of a person or address where this occurs repeatedly.

The company reserves the right to not accept an order or cancel an order if there is reason to suspect staff may be at risk of physical or verbal abuse or if there have been problems of the customer not opening the door to a collection or delivery previously or difficulties of access to the premises.

Loss and Damage Policy

In the unlikely event of damage please inform us within 48 hours of receiving your garment. If needed we will pick up your garment, investigate and contact you within 24 hours.

Count discrepancies must be reported within 48 hours of our delivery of your garments. After that we will not assume any responsibility for damaged or missing items. We are not responsible for any loss after delivery to a doorperson, concierge or other authorised person. If you are unable to pickup your delivered order within this time period (e.g. holiday, office transfer, etc.) please inform us before delivery in writing by post or email. We will keep it in our factory for an agreed period.

We will investigate any complaint promptly and pay fair compensation for damage or loss due to our negligence. In the event of damage if we determine we are responsible then we will replace the item or offer a service

credit agreed by both parties. If it is unclear who is responsible for the damage then we will arrange for an independent analysis by a fabric care research laboratory <http://www.satra.co.uk>. Restitution will be made based upon the lab's report.

In the event of loss (unless stated at the time of cleaning that the item is part of a set or valued over £100) we will provide the depreciated fair value of that garment as set out by the Textile Services Association, <http://www.tsa-uk.org>.

The value of the garment depends on the age of the item.

We will insure each Item up to a maximum of:

Where the Item is being dry-cleaned or washed by us under the Services, ten times the charge for the dry-cleaning/washing of such Item as detailed in the Order; and

Where the item is being washed and folded by us under the Services, three times the charge for a wash and fold bag as detailed in our price list.

Extra insurance can be provided on expensive items upon request.

Curtains & Soft Furnishings

Whilst all reasonable care is taken, occasionally cleaning problems arise through circumstances beyond our control and we cannot be held responsible for:-

Shrinkage - reputable fabric manufacturers and soft furnishing retailers advise their customers to expect up to 5% 'relaxation' shrinkage during cleaning, even when cleaned correctly in accordance with the care label instructions. Relaxation shrinkage originates from the release of machine loom tensions from spinning and weaving, particularly during the first few cleans, and British Standards expect natural relaxation to occur. For this reason manufacturers add extra material in curtain hems to allow for adjustment after cleaning. Relaxation shrinkage cannot be predicted or prevented by the curtain cleaner. It is a manufacturing problem, not a cleaning fault.

Fading - sunlight, atmospheric conditions, heat, damp and cold can react on colours, both changing and fading some fabrics. Once surface soil is removed these differences may be more visible.

Stains - conditions prevailing during use can cause stains to set, which may be highlighted after cleaning.

Linings - taking the brunt of sunlight and other conditions they will in time weaken and may shred after dry cleaning or washing. It is not always possible to predict this. Thermal linings in particular can present problems of delamination once degraded.

Right to Refuse

Home and Dry Cleaning Ltd reserve the right to refuse our service to any customer.

Vouchers and Offers

All vouchers and offers, whether displayed on the website, advertisement, leaflet or any other means, have no monetary value and cannot be exchanged fully or partly for cash. They can only be redeemed as part or full payment on an order.

If a voucher is for more than the item cost in one order, the balance cannot be carried over to a future order.

Vouchers are for the items specified only, and not exchangeable or transferable for other items or orders.

Vouchers for multiple items are for items placed in the same order, unless otherwise stated.

All offers and vouchers terminate at the end of the calendar year of issue, unless otherwise stated.

Pricing

Home and Dry Cleaning Ltd reserves the right to change prices at any time and is not responsible for errors on the website related to pricing.

Statutory Rights

These terms and conditions do not affect your statutory rights as a consumer.

Other

Please send all suggestions and complaints to our office by phone, or email and we will act upon it promptly.

We will keep customer goods on the premises for a period of at least 3 months from the date of deposit. After 3 months items will be donated to charity.