



Terms & Conditions

Obligations IVY and partners

For the laundry, dry-cleaning and repair service.

1. IVY washes and treats laundry according to the instructions of the client and own expertise. By treatment we mean dry-cleaning, repair, using the right detergent, temperature, folding, ironing and if requested air drying clothes and delivering clothing on a hanger.
2. Ivy agrees to:
 - a. Wash and treat laundry, and deliver laundry clean and fresh to the address specified by the customer.
 - b. Pick up and deliver laundry at the address given by the customer.
 - c. Lock up laundry until moment of delivery. And makes sure the laundry is returned to the customer.
 - d. Treat laundry with excellent care and by doing so follow the instructions of the customer.
3. When choosing an appropriate treatment for laundry we follow the instructions of the customer for the laundry service. Individual washing labels of items are not looked at.
4. If there is doubt about the treatment of a specific item and the prescribed instructions of the customer for that item, we can decide to return that specific item untreated to the customer.
5. Valuable items have to be given in a separate bag for the laundry service. If the item needs to be dry-cleaned IVY should be notified beforehand that the specific item is valuable.
6. A maximum of 6 items per 6 KG can be treated as not-in-the-dryer items.

Customer obligations

The customer is obliged to:

1. Pay for the laundry that is picked up, washed, folded, ironed, dry-cleaned and repaired by request and delivered to the address given by the customer.
2. Fill in where and when the laundry should be picked up and delivered.
3. Give us instructions and clearly point out the vulnerable items in the order form.
4. A maximum of 6 items per 6 KG can be given as not-in-the-dryer items.
5. To remove all items, like pens and keys, from the pockets of all items.
6. Expensive or vulnerable dry-cleaning items need to be point out in the order form. Otherwise the item will not be treated as such.

Liability IVY and partners

1. IVY makes sure that laundry is treated first-class; locked up until delivery time; is pickup and delivered on time.
2. Unless we, after professional examination, ought to notice the circumstances a, b and c and damage as a result thereof could reasonably been avoided, IVY is not liable for:
 - a. Damage to items if the damage is caused by:
 - Usually occurring wear and/or shrinkage of items.
 - Defect in damaged item, including minor strength, weave flaws, inadequate knots in pile fabric, lack of authentic dyestuff for fibres, lesion caused by dyeing or printing chemicals or weighting, sizing or impregnating agents, inadequate tailored clothing (by short pick seams for example) and presence of non-stainless metal objects.
 - b. Damage to items caused by color lose of an item.
 - c. Incomplete removal of very difficult stains on a item (s).
3. Damages caused by us will be compensated. We will compensate the current value of the missing or damaged item. The current value will be based on the purchase price minus the depreciation value of the time the item is used. Vulnerable items that were not presented as such and/or special instructions were not given, will not be reimbursed.
4. Items given for the laundry service which are gone missing IVY cannot be held accountable.

Pickup and delivery service

1. IVY is obliged to pickup and deliver laundry at the address that is given by the customer. The delivery address can be changed 5 hours prior to delivery.
2. The 24hrs laundry service needs to be paid online and in advance by the customer or in cash at delivery, unless otherwise agreed.
3. The customer should notify us 5 hours in advance when the laundry has to be delivered on a different day and time otherwise 6 euro will be charged extra for the service.
4. Pickup and delivery service can be cancelled by phone or e-mail.
5. By phone or e-mail you can change your pickup and delivery day and time.
6. IVY cannot be held accountable for the loss or damage of an item if the laundry as a whole could not be given back to the customer within one month after the actual delivery date caused by default or shiftment of the delivery date by the customer.

Complaints

1. Complaints about damage or loss should be send in within 48 hours by mail after delivery of the laundry. Otherwise the complaint may be disregarded.
2. If there is a case of loss or damage of a dry-cleaning item, the consumer needs to collect all significant details about the item to come up with a satisfying solution. If possible, the customer will provide the invoice of the item to show the actual price.
3. IVY is committed to respond within one week by mail to complaints concerning loss or damage after the complaint(s) has been send in by the customer.