



## TERMS OF SERVICE

1. Blue Water Laundromat and Dry cleaners will use reasonable efforts to try to ensure that washing, drying and folding services are maintained with high level of quality
2. Blue Water Laundromat and Drycleaners is not responsible for any damage to or loss of buttons, buckles, ornaments, zips, belts, paddings or trimmings.
3. Blue Water Laundromat and Drycleaners is not responsible for any items left in our store over 21 working days.
4. Blue Water Laundromat and Drycleaners is not responsible for damage to items labeled "hand wash only" or "dry clean only" or "laundry only" and is not responsible for checking for these labels in customer's clothing items. Please check before Blue Water Laundromat Drycleaners picks them up and advise accordingly.
5. Blue Water Laundromat and Drycleaners is not responsible for clothing items that bleed, shrink, or otherwise change as a result of normal washing.
6. Blue Water Laundromat and Drycleaners will endeavour to remove all stains, however we do not guarantee removal of all stains.
7. Blue Water Laundromat and Drycleaners is not responsible for loss of or damage to any personal or non-cleanable items left in the clothing or bags such as money, jewelry, or anything else. Blue Water Laundromat and Drycleaners is also not responsible for items left in clothing (e.g. ink pen, markers, lip balm, etc.) that may result in damage to clothing during wash. Customer agrees not to leave such items in its clothing or in the delivery bags.
8. Blue Water Laundromat and Drycleaners is not responsible for any loss, damage or theft of items left unattended for pick up-or drop-off by Customer. BWLD will not leave any bags unattended unless requested.
9. Blue Water Laundromat and Drycleaners reserves the right to reject some garments e.g. innerwear.
10. Blue Water Laundromat and Drycleaners will not clean clothing infested with scabies, bed bugs, mites, fleas or any such contagious parasites or insects.
11. Customers must notify Blue Water Laundromat and Drycleaners within 3 business days of receipt of a delivery of any lost or damaged items from that particular delivery, failure to do so constitutes waiver of a claim for any lost or damaged items from that delivery.
12. In case of loss of laundry while in the hands of Blue Water Laundromat Drycleaners we can consider compensation which shall be limited to one half of the depreciated value of the goods but not exceeding KSHs. 500 on any single piece after submission of proof of purchase. However, BWLD is maintaining insurance to cover customers goods against fire and burglary.
13. Payments must be done on delivery
14. Bulk wash consists of wash and fold of clothes only, any additional service is paid for separately.