



GEELONG & SURFCOAST

A.B.N. : 67 128 906 712 **L a u n d r y**

41-43 Sinclair Street, Ocean Grove VIC 3226, Australia. Tel: 5256 3155

Email: GeelongAndSurfcoast@bigpond.com

Fax: 03 5256 3155

www.GeelongSurfcoastLaundry.com.au

TERMS AND CONDITIONS

Thank you for choosing to use our service for your laundry needs. These terms and conditions are legally binding between you and Geelong & Surfcoast Laundry regarding the use of our service. Please note that unless you accept these terms and conditions you will be unable to submit the order.

Geelong & Surfcoast Laundry may change the terms and conditions from time to time. The most recent version will be in effect when an order is submitted.

SUBMITTING AN ORDER

We will not be liable to you for any errors made in a submitted order. If an error was made, please advise us by contacting us.

The amount calculated and displayed on the order form is final with the assumption that the service required is within normal expectation. Any additional work required to be carried out on your items will be communicated to you for confirmation.

We will confirm your order via email as soon as reasonably possible upon your order submission. If required, we may follow up with a call for clarification purpose.

Submission of an order does not create a contract between us. A contract is in effect after we have confirmed acceptance of your order.

Payment is to be paid as per private arrangement made with GSL Staff.

Products are packaged and priced as per listed on our website. If the order does not match exactly the list of items in the packages, the service price will be based on the cheapest package that is able to cover the capacity of your items.

24 working hours advance notice is required for pickup at time of order.

48 working hours advance notice is required for delivery at time of order.

OUR RIGHT TO CHANGE OR CANCEL YOUR ORDER

We may change an order submitted upon confirmation and consent from you. The changes to the order will be sent to you via email. Should you decide to not proceed with the changes, you can cancel the order.

We may change or cancel your order and the contract between you and us due to but not limited to the following reasons:

- If you fail to make the items available for collection;
- Caused by an event not within our control;
- Any item made available is damaged; does not fall within the specified item category; or requires special handling;
- Any of the items pose damage risk
- Misuse of our order form due to a loophole or bug;



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We can refuse offering of any services on an order at any point in time. You will be notified on the cancellation via email or phone.

In the event an order and contract has to be cancelled after work has started, we will arrange for return delivery and only charge for the work already carried out.

PICKUP & DELIVERY

1. We will use reasonable endeavours to perform pickup and delivery at the times confirmed on the order but we cannot guarantee to do so. We will use reasonable endeavours to communicate any delays to you via phone or email.
2. You shall ensure that the correct quantity of soiled linen is ready for pickup.
3. Your signature acknowledgement is required for every pickup and delivery.
4. If pickup or delivery is arranged to a third party, this shall be at your own risk and the third party shall sign on your behalf. We shall not be liable to you for any damage or loss of items in this situation.
5. If pickup or delivery is advised by you to be at unattended locations, this shall be at your own risk where no signature will be obtained. We shall not be liable to you for any damage or loss of items in this situation.
6. In the event of missed pickup or delivery, other than an act or omission caused by us, we shall incur a delivery charge of AUD25 for each consequent attempt every business day, up to a maximum of three times. You are required to collect the items from our premise after the third delivery.
7. Receiving deliveries: It is your responsibilities on the items delivered to the location or person(s) designated by you as specified on the order confirmation.
8. Payment is to be made before each delivery by phone EFT. Unless an account has been set up then its 30 account with payment due 15 days after receiving or a late fee of \$15.00 will be applied to your account.

HIRED LINEN SERVICE

1. For Hired Linen service, we will provide you with the requested set of linen in the first order. A security deposit is chargeable on this first order.
2. For subsequent orders, all items corresponding to the linen sets included in the first order are to be made available for exchange, which is the pickup time specified in the order. We will pick up your soiled linen and provide you with clean linen at the same time.
3. During the term of the contract, we will supply a laundry bag for the pickup and delivery of clean and soiled linen.
4. The laundry bag belongs to us and shall be safe kept at your premise throughout the term of the contract. In the event the bag is lost or not returned with soiled linen for the next service, a recovery fee of AUD15 is charged per bag.

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5. Hired linen must be exchanged every 2 weeks from the most recent exchange date. Linen will be charged at 25% of service costs per week after the second week which will be invoiced to the USER. The USER's deposit will only be deducted should there be not payments made to honour the invoices after 2 invoices have been issued.
6. The soiled linen collected will be reconciled by us and all count by us will be final for the purpose of evaluating discrepancies should there be any.
7. Without limiting the generality of the above clauses, we agree to maintain the required quality and availability of Hired Linen and undertake to:
 - a. Provide Linen as requested;
 - b. We will remove from circulation items with frayed edges, permanent stains, visible holes and towels which have lost more than 17.5% of their original weight.
 - c. Replace Towels when they have reached an average of 100 washes; and
 - d. Replace Bed linen when they have reached an average of 250 washes
8. You are to acknowledge that the Hired linen is the property of us and agree:
 - a. To take reasonable care to ensure that Linen, clean or soiled, is not misused;
 - b. To compensate, at cost, any Linen damaged whilst in your care, stained to the extent where not treatable or replaced without our knowledge;
 - c. To check for Linen received or laundered against orders. Any discrepancies may result in additional prices charged based on packages offered.
 - d. Subject to this contract, not to permit any other person or company to launder the Linen covered by this contract;
9. To permit us to retake possession of all the linen, at reasonable time and on reasonable notice, if this contract is terminated by either party;
10. Upon expiry of the contract and in the absence of a new contract, the original contract shall automatically roll over until a new contract is executed.

COG LINEN SERVICE

We will not be liable to you for any defects or damages incurred during treatments which are due to the methods of manufacture or deteriorating by wear and exposure.

All claims for damaged or missing items must be submitted to us within 24 hours after delivery.

In case of loss due to our fault, claims can be made for no more than two (2) times of the cleaning and processing charge OR \$50, whichever is lesser.

We agree to hold lost properties received among linen for 2 weeks before disposal, in situation whereby we are unable to identify the customer.



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I _____ From _____, agree to all
the above terms and policy's by **Geelong & Surfcoast laundry.**

Signature _____ Date _____