FRENCH & LAUNDERS
COMPLETE LAUNDRY CARE & LINEN HIRE

Terms of Business

1. Introduction

These Terms of Business govern the relationship between R&S Laundry Services LTD ("we", "us", "our") and our customers ("you", "your"). By using our services, you agree to these terms.

Please read these terms carefully before you use our services. These terms tell you who we are, how we will provide services to you, how you and we may change or end the services, what to do if there is a problem and other important information.

How to contact us.
You can contact us by telephoning our laundry operations team at 01929 422 646 or by writing to us at info@frenchandlaunders.com.

How we may contact you.
If we have to contact you we will do so by telephone or by writing to you at the email address (or as a last resort via your postal address if we have it) that you provided to us in your order.

2. Scope of Services

We provide the following services (please see www.frenchandlaunders.com for more information)

2.1. Commercial Laundry Services: Cleaning and delivery of items such as uniforms, towels, and linens for businesses
- 2.1.1. We offer a free collection and delivery service
- 2.1.2. Additional collections or drop-offs will incur a charge of £20 (ex. VAT) per trip.
- 2.1.3. A £25 surcharge will be applied to accounts where the total monthly invoice amount is less than £100
- 2.1.4. For collection/delivery outside of Warwickshire the rate is £25 ex VAT

2.2. Domestic Laundry Services: Laundry and dry-cleaning services for individual customers.
- 2.2.1. Subject to a delivery charge, as defined on the Domestic Price list
- 2.2.2. Delivery charges outside of Warwickshire are charged at £15
- 2.2.3. There is no minimum order requirement

2.3. Table Linen Hire: Supply of table linen for events, venues, and occasions.
- 2.3.1. Requires a deposit ahead of collection (for adhoc linen hire)
- 2.3.2. No minimum order requirements

2.4. Collection and delivery services (also see 4.5)
- 2.4.1. We operate within the Warwickshire area mainly, services required outside of this area will be subject to increased delivery charges
- 2.4.2. Missed collection/delivery is chargeable at £5 within Warwickshire and £10 outside of Warwickshire

3. Orders and Agreements

3.1. All orders must be confirmed in writing (email or online form is acceptable).
3.2. For Commercial Services including table linen hire services, the agreements are subject to you accepting the pricing structure agreed at the outset, and where applicable, as per the fixed term contract.
3.3. For Commercial Services including table linen hire services: Upon entering into an agreement with us and you are not under a separate contractual agreement (unless specified), you are not tied into a fixed period of our services. However you must provide in writing a notice period of 3 months to end our services.
3.4. Commercial customers have a 30 day cooling off period following initiation of our services, and you must notify us in writing or via telephone if you want to cease our services
3.5. Domestic customers are broadly on weekly collection and drop service
3.6. Domestic customers must provide in writing a notice period of 1 month to end our services.
3.7. For ad hoc table linen hire, booking is subject to availability and will require a deposit.

4. OUR OBLIGATIONS TO YOU

4.1 Accepting your order

Our acceptance of your order will take place when you hand over your laundry to us or our driver, or, send a confirmation email stating that we are able to provide you with the services, at which point a contract will come into existence between you and us.

4.2 If we cannot accept your order

If we are unable to accept your order, we will inform you of this and will not charge you for the services.
This might be because of seasonal or unplanned demand on our resources or if we consider that your item may cause a risk to our machines or other items.
We will not accept your order if we consider that our laundry processes could further damage your items i.e. pre existing tears or degradation of items due to age.

4.3 Services turnaround time

4.3.1 Our average turn around time for regular laundry services is 2 working days during off peak (November – March).

4.3.2 The estimated turnaround during our peak season (April-October) is 3 working days.

4.3.3 For dry cleaning or special garment laundry our turnaround times may vary. These items will be estimated at the time of accepting the item. Curtains, sofa covers etc may take between 2-4 weeks to complete.

4.4 How we pack your linen

4.4.1 **Commercial Laundry Services** – we will provide you a number of laundry bags/hampers depending on the volume of laundry.

4.4.2 Each bag is tagged with the customer name.

4.4.3 Hampers are regularly washed at no charge.

4.4.4 You must send these back at each collection. (Our aim is to reduce single use plastic for wrapping)

4.4.5 £5 packing fee is applied when we do not receive the laundry bags provided.

4.4.6 **Domestic Laundry Services** – you are required to provide a 'bag for life; or are able to purchase laundry bags directly from our laundry.

4.4.7 If you do not provide a bag we will automatically charge you for a laundry bag. Laundry bags are charged at £10. Each bag will be tagged with the customer name.

4.4.8 You must send these back each time you use our services. Our aim is to reduce single use plastic for wrapping

4.4.9 £5 packing fee is applied when we do not receive the laundry bags provided.

4.4.10 **Table Linen** – used table linen on collection must be dry and packed into sturdy plastic bags. We can provide plastic bags to you where required. We will deliver new linen orders into plastic packaged bundles.

4.5 Delivery & Collection Services

4.5.1 Delivery and collection times are approximate and subject to change due to unforeseen circumstances.

4.5.2 We cannot guarantee set collection/delivery times. For more accurate routing information please get in contact with us on the day of your delivery/collection.

4.5.3 For collection of dirty linen, the customer is required to ensure that all items are securely packed in the bags provided by us or in black plastic bags suitable for transportation.

4.5.4 We are not responsible for items that are improperly packed or exposed to damage during the collection process.

4.5.5 You must leave the laundry bags/hampers for our driver to collect

4.5.6 Upon delivery of your laundry or table linen, the customer is responsible for ensuring that a designated person is available to receive the items from the driver.

4.5.7 Alternatively, the customer must provide a dry, secure, and accessible area where the laundry or table linen can be safely dropped off.

4.5.8 The company will not be held liable for any loss, damage, or deterioration of the items once delivered or left in an agreed location.

4.5.9 If no suitable area or recipient is available at the time of delivery, the company reserves the right to return the items to the laundry premises, and an additional delivery charge may apply for re-delivery and storage.

4.6 Linen Hire

4.6.1 You are responsible for damages, loss, or excessive staining following delivery of the table linen order to your premises or when you collect from our laundry premises.

4.6.2 Items must be returned in the condition supplied and be air dried following usage, as mould will form on damp table linen.

4.6.3 We consider damage to table linen as the following;

- Mould
- Tears
- Candle wax residue
- Burns
- Pencil /pen /crayon markings
- Dragging table linen across the floor/footprints

4.6.4 Charges for replacement will be invoiced accordingly. And are priced (ex VAT) as follows;

Table Linen (Size)	Replacement Cost
Small **(54"x54", 70"x70")**	£20
Medium **(90"x90", 70"x108", 90" Round)**	£35
Large **(70"x144", 110" Round, 120" Round, 130" Round)**	£40
Napkins	£2
Chair Covers	£8

4.7 We are not responsible for delays outside our control

4.7.1 If our ability to provide timely services to you is affected by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to mitigate any impacts or delays to you.

4.7.2 Provided we do this we will not be liable for delays caused by the event but if there is a risk of substantial delay you may contact us to temporarily cease our services or end the contract and receive a refund for any services you have paid for but not received.

4.8 Pricing and Payment Terms

Prices are set annually and are provided at the time of booking or order confirmation. We can provide you with a copy of the Commercial, Domestic Laundry and Table Linen Hire price list on request.

4.8.1 Invoices are sent at the end of each month (for monthly payers) or provided at the point of delivery/collection for domestic customers

4.8.2 Our payment terms are as follows;

- **Commercial Services**: Payment is due within 14 days of invoice unless otherwise agreed.
- Late payments may incur interest at 8% per month above the Bank of England base rate, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.
- **Domestic Services**: Payment is required at the point of delivery or collection or within 7 days (where online invoices are sent), late payments will be charges at 5% above Bank of England base rate.
- **Table Linen Hire**: A deposit of 50% of the value of the hire may be required ahead of collection, with the final balance due 7 days before delivery.
- Prices will be subject to annual increases in line with RPI or CPI, however there shall be no cap on the amount by which prices may increase.

5 Your Responsibilities

5.1 We will need certain information from you so that we can provide the services to you, for example, cleaning information if the care label has been removed from an item or acceptance to launder your items if there is a risk to your linen.
5.2 We also need specific details for delivery requirements and access to areas where the linen will be delivered. Details for a safe storage area for when you are not at the premises when we deliver will also need to be agreed.
5.3 Laundry Care Labels - We do not accept responsibility for items that have missing, unreadable or removed care labels and you accept that all such items are cleaned “at owners risk”.
5.4 Items for hand wash or low temperature washes must be notified to our laundry staff.
5.5 If you do not provide us with this information, or you provide us with incomplete or incorrect information, you hereby accept that we will proceed with cleaning the item, “at owners risk”.
5.6 Stain removal will depend on several factors (including but not limited to age of the stain, composition, previous attempts to clean, nature of the fabric and dye).
5.7 We will make every attempt to remove stains without damage to your item but it should be noted however, that we do not guarantee the removal of any stains.
5.8 In any case, the cleaning charge and possibly a re-wash charges will apply regardless of whether the stain has been removed.
5.9 Re Wash of any item is charged at full price

6 Cancellation Policy

6.1 Commercial and Domestic Services - cancellations must be made at least 24 hours in advance in order for the driving routes to be amended.
6.2 Table Linen Hire: (applies to adhoc linen hire only)

- Cancellations made less than 48 hours before the event will forfeit any deposit paid
- Cancellations less than 7 days before delivery may incur a charge of up to 50% of the total booking cost.

7 OUR RIGHTS TO END THE AGREEMENT

We may end the contract if you break it. We may end the contract at any time by writing to you if:

7.1 You do not make any payment to us when it is due and you still do not make payment within five days of us reminding you that payment is due;

7.2 You do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services, for example, cleaning information if the care label of an item has been removed or drop off and delivery instructions

7.3 You do not, within a reasonable time of us asking for it, provide us with authorisation to proceed "at owners risk" with the cleaning of particularly fragile items which we have identified as at risk of being damaged in the cleaning process;

7.4 You do not, within 20 days from dropping off your items, collect your items. In this case, we reserve the right to dispose of your items by gifting them to charities as we see fit and shall not be held liable for any loss that you may suffer in such an event.

7.5 You must compensate us if you break the contract.

7.6 If we end the contract in the situations set out in clause 7.1 – 7.5 we will refund any money you have paid in advance for services we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

7.7 We take great care in handling your laundry. However, in the unlikely event that an item is lost or damaged due to our fault, our liability will be limited to:

- The current replacement value of the item (adjusted for depreciation) OR up to 5 times the cleaning cost paid for that item, whichever is lower. Compensation is provided as credit on the next invoice and is not transferable as cash or bank transfer.
- Depreciation for Bedroom/Bathroom items is 30% per annum
- Depreciation for Clothing is 20% per annum

We are not responsible for damage caused by:

- Pre-existing weaknesses (e.g., tears, loose stitching, fading, shrinkage due to age).
- Incorrect care labels or missing labels (such items are cleaned "at owner's risk").
- Stain removal treatments that do not succeed.
- Special fabrics (e.g., silk, wool) that react unpredictably to cleaning.
- We will attempt to take photos where pre-existing weakness is identified, but this is not guaranteed.

7.8 Any claim for damage must be reported within 24 hours of receiving your items, and proof of original purchase or estimated value may be required

8 Privacy Policy

We will process your personal data in compliance with UK GDPR and the Data Protection Act 2018. For details, please refer to our Privacy Policy (www.frenchandlaunders.com)

9 Complaint Procedure and Disputes

9.1. If you have any questions or complaints, please contact us within 24 hours of receiving your order or laundered items. You can reach us by telephone or in writing at info@frenchandlaunders.com.

9.2. Initial Response:

- We will acknowledge receipt of your complaint within 2 working days.
- A full response will be provided within 72 hours of acknowledging the complaint.

9.3. Resolution Period:

- If further investigation is required, we will inform you and aim to resolve the issue within 7 working days.
- If we request additional information, you must respond within 7 days; otherwise, we will consider the complaint closed.

9.4. Escalation Process:

- If you are not satisfied with our response, you may request a review by a senior manager within 5 working days of our initial resolution.
- The senior manager will review the complaint and respond within 10 working days.

9.5. External Mediation and Legal Action:

- If the complaint remains unresolved after internal escalation, we encourage both parties to seek mediation through an independent third party.
- If mediation is unsuccessful, disputes may be referred to a small claims court under UK jurisdiction.

9.6. These terms are governed by and construed under the laws of England and Wales

10 Changes to Terms

We reserve the right to update these terms at any time. Updated terms will be made available on our website and apply to future orders.