

ORBIT ECO DRY CLEANING – TERMS & CONDITIONS OF SERVICE

1. Orbit Laundry Company Pty Ltd Trading as “Orbit Eco Dry Cleaning” will be referred to as “Orbit” in the following Terms & Conditions of Service.

2. Customers using the Services of “Orbit” agree to be bound by the following Terms and Conditions.

3. Pricing – All quoted prices are inclusive of Goods and Services Tax (GST) and are quoted in Australian Dollars (AUD).

4. Payment Terms – “Orbit” requires payment for invoices to be made UPFRONT unless otherwise agreed by management.

5. Eco Dry Cleaning – The customer acknowledges that “Orbit” utilises the latest “Wet Cleaning” system developed as a bio-degradable and non-toxic dry cleaning alternative.

6. Care Labels – “Orbit” relies on accurate and clearly written care labels that display the care label symbols and fabric type to safely clean customers item(s). We will always endeavour to take the upmost care by following the care label instructions on your item(s). In some cases, we may not be able to proceed with cleaning your items(s) where the care label does not permit the use of our system or we deem the cleaning of the item to be too much risk. In this case, we reserve the right to contact the customer to explain the potential risk and request approval to proceed at the customer’s risk. Alternatively, we reserve the right to return the item(s) to the customer with a full refund for the item(s). We accept no liability for items that do not display an accurate and clearly written care label or where the care label has been removed, damaged or is unable to be read.

7. Repairs & Alterations – We will check your item(s) for any damage or irregularity prior to cleaning. If we have any concerns about the condition of the item(s) we will notify you at the time of check-in or by phone and request your approval to have the item(s) repaired at an additional cost. If we feel there is too much risk due to the condition, colourfastness, or delicacy of the item(s) we reserve the right to obtain your approval to proceed with the cleaning of the item(s) or return the item(s) for a full refund.

8. Stain Removal – “Orbit” relies on the information provided by our customers to identify the location and type of stains on the Item(s). We will use our best efforts and practices to remove the stain(s) but cannot guarantee that the stain(s) will be fully or partially removed. This will depend on the type of stain, fabric and how long the stain has been on the item(s).

9. Our Responsibility – “Orbit” will exercise the upmost care in cleaning and finishing your item(s). We do not guarantee against colour loss, colour bleeding, shrinkage or damage to weak and defective fabrics due to age, wear and/or tear.

10. Damaged Items – In the event that we have damaged an item “Orbit” will be limited to pay compensation based on the written down value (WDV) of the item. Proof of purchase showing the original price and date of purchase will be required to ascertain the WDV. Any claims for damages must be advised to “Orbit” within 48 hours following collection.

11. Loss of Items – In the event that your item(s) are lost or misplaced we require notification within 48 hours following collection. If the item(s) cannot be found “Orbit” will be limited to pay compensation based on the written down value (WDV) of the item. Proof of purchase showing the original price and date of purchase will be required to determine the WDV.

12. Personal Items – It is the customers responsibility to check garment(s) for personal items at check-in. If we find any personal items we will make every effort to notify you and return them to you. However, we cannot be held liable for the for the loss or damage of the items.

13. Storage of Items – We will safely store your item(s) once cleaned for up to 90 days. In the event that item(s) are not collected within 90 days we will make every attempt to contact you and reserve the right to dispose of the item(s) as we see fit and shall not be held liable for any loss you may incur.

14. These Terms & Conditions shall be governed and interpreted in accordance with the laws of the State of New South Wales.