

Terms and Conditions

Please read the follow terms of our service. By handing over your items for laundry, you, the customer ('You' or 'user' or 'customer') hereby agree with us, WashKart Online Services Pvt. Ltd. ('WashKart' or 'we') to use our services in accordance with the terms and conditions set forth herein below:

Pick Up

- WashKart request that customers empty pockets prior to leaving items with us as we cannot be held responsible for damage to your garments from items left in pockets (Lipstick, Gum, Pens, etc.). Also we are not responsible for loose items such as jewellery, watches, cash, detachable buttons, cufflinks, etc.
- Washkart is not responsible for garments labelled "hand wash only" or "dry clean only" and is not responsible for checking for these labels in customer's garments. Please check garments before handing them to us.
- For any clothes which are prone to bleed colour, WashKart request you not to give it for laundry. Failing to which, WashKart will own no responsibility for instances of colour bleeding.
- We request you to keep the record of number of laundry items. Recounting of items will be done by pick up associate and also processing associate. If there is any mismatch in the count the information will be conveyed immediately by us, the recount done before processing will be final, WashKart will process the laundry only when confirmed by the user in case of any mismatch during the recount before processing stage. WashKart will not be liable to pay any compensation in case of mismatch happened before the processing.
- We reserve the right to refuse/cancel the pickup of any order or laundry item.
- We try our best to pick up the laundry at requested time but any delay or failure of doing so does not entitle customer for any compensation of any kind.
- We request you to be available at time of slot scheduled by you. We may or may not call to check your availability. We request you to cancel the scheduled pickup and reschedule the same if you are not available at the scheduled time. Failing to which we are not responsible if pick up cannot be made due to your non-availability and does not entitle customer for compensation of any kind.
- Please check the bill and offer applied before our associate push the bill to the server. No changes/cancellations will be made once the bill is pushed to the server.

Processing

- On receipt of the laundry items at the processing facility, WashKart check the laundry items for stains, tears, weakness in materials, number of items etc. if WashKart come across any irregularity, damage, stains or mismatch in number of laundry items, we will inform you and seek your instructions before proceeding. If you are not available for instruction we reserve the right either to proceed to launder the laundry items using reasonable care and diligence or not process your process laundry items at all. We disclaim all responsibility for proceeding to launder such items for which customer is not available to provide further instructions.
- If user agrees and instruct WashKart to process with the processing of the damaged items despite notifying the customer of the damage, WashKart is not liable for any further damage or compensation for the further damage caused.
- We request you to check for the clothes which bleed color and may cause damage to other clothes as well during the process. WashKart is not responsible or liable to pay any compensation for damages caused due to color bleed.
- We exercise due and reasonable care for all your laundry items. However, WashKart cannot be held responsible for clothing that shrinks or otherwise changes as a result of normal washing.
- All household items, leather, buttons, buckle beading and any type of decoration and suede garments are cleaned 100% at user's own risk, and we does not accept any responsibility or liability for any damage or fading as a result of the dry cleaning process.
- We at WashKart uses best in class laundry equipment and process to ensure best possible service for your laundry items. But, we take no guarantee that our process will meet your requirements and will be fault free. Also there is no guarantee for removal of stains.
- We exercise utmost care in cleaning and processing garments entrusted to us and use such processes which, in our opinion, are best suited to the nature and conditions of each individual garment. Nevertheless, we cannot assume responsibility for inherent weaknesses or defects in materials which may result in tears or development of small holes in fabric that are not readily apparent prior to processing. In dry cleaning and laundering we cannot guarantee against colour loss, colour bleeding, and shrinkage; or against damage to weak and tender fabrics. Responsibility is also disclaimed for trimmings, buckles, beads, buttons, bells and sequins. WashKart's liability regarding any damaged items shall be according to the table-1 given below:

If a valid bill corresponding to the damaged or missing garment is provided by the user	50% of the bill amount will be paid by WashKart as compensation to the damage or missing garment while the garment is in possession with WashKart and above mention incident happened after processing
Else,	Maximum of Rs.500 will be provided to the user.

Delivery

- We will give our best effort in delivering the clothes at the mentioned delivery time and date. But the delivery time may vary depending on several factors and unforeseen conditions. WashKart is not liable to pay any amount due to late delivery of laundry, and may not entertain any compensation in the pending bill which needs to be paid upon delivery.
- The Delivery will be done to the same place from where it was picked up. Customer may request the change in delivery location. Final decision on the same will be taken by WashKart.
- Please be available at the delivery location at the agreed time of delivery. We will not be responsible if customer is not available at the agreed time hence causing the late delivery.
- WashKart request the user to examine the garments at the time of Delivery while in presence of Delivery executive of WashKart and inform WashKart immediately for any concerns regarding damage or loss of garment. WashKart will not be responsible for any claims of damage or missing garment indicated after delivery. WashKart's liability regarding any damaged or missing items shall be according to the table-1 given above:
- Please ensure you count and check all the items at time of delivery. If not, our count will be final.
- If any laundry item given by is lost in possession of WashKart. WashKart's liability regarding any lost items shall be according to the table-1 given above:
- If you wish to have the laundry delivered to any third person, please be notified that WashKart responsibility towards delivery of your laundry items will cease with such delivery to the named third person.

General terms and conditions of use

- You may use our services through our mobile application (“App”) or through the website www.washkart.co.in (“Website”, together with the App, the “Platforms”). If you continue to browse and use our Platforms you are agreeing to comply with and being bound by the following terms and conditions of use, which together with our privacy policy govern our relationship with you. Please use our Platforms only if you are in complete agreement with these Terms or with the Privacy Policy.
- The term WashKart or 'Us' or 'We' refers to WashKart Online Services Private Limited. The term 'You' or 'Your' refers to the user or viewer of our App or Website.

USER(S) AGREEMENT

- These terms apply to you. You may be a visitor, registered user, paid or free user who accesses the App or the Website for any purpose. It also applies to any legal entity which may be represented by you under actual or apparent authority. These terms apply to all WashKart Services offered on the Platforms, collectively with any additional terms and condition that may be applicable to the specific service used/accessed by user(s).
- Our Services may have specific terms and conditions applicable to such Service. In addition to these terms of use, you will be subject to those terms as well when you use those Services. In the event of a conflict or inconsistency between any provision of the terms and conditions mentioned herein with those of the particular service, the provisions of the terms and conditions applicable to such specific Services shall prevail.

AMENDMENT TO TERMS

- WashKart may change, modify, amend, or update these terms from time to time without any prior notification to you. The amended and restated terms and conditions of use shall be effective immediately on posting. Please keep checking these terms and conditions for any updates or amendments.
- If you do not accept the changes, you must stop using the Service and stop accessing the Website or App. Your continued access to the Platforms or use of the Services will signify your acceptance of the changed terms.

THIRD PARTY CONTENT AND LINKS TO THIRD PARTY SITES

- WashKart may allow user(s) access to content, products or services offered by Third Parties through hyperlinks (in the form of word link, banners, channels or otherwise) to such third party's website or application. You are cautioned to read the terms of access of such Third Party websites' and/or privacy policies before using such third party websites. You acknowledge that WashKart has no control over such Third Party's website or applications, does not monitor such websites or applications, and WashKart shall not be responsible or liable to anyone for such third party site, or any content, products or Services made available on such a website.
- WashKart does not represent or endorse the accuracy or reliability of any information, or advertisements from third parties (collectively, the "Third Party Content") if such Third Party Content is contained on, distributed through, or linked, downloaded or accessed from any of the Services contained on the App, or the quality of any products, information or other materials displayed, or obtained by you as a result of an advertisement or any other information or offer in or in connection with the Service

TERMINATION

- You may terminate your access to our Services through the App or Website at any time. You may also cease using our Services and send us an e-mail at [insert] to delete your user account information from our systems.
- Most Content and some of the features on the App are made available to visitors free of charge. However, WashKart reserves the right to terminate access to certain areas or features of the application at any time for any reason, with or without notice. WashKart also reserves the universal right to deny access to particular users to any/all of its Services without any prior notice/explanation in order to protect the interests of WashKart and/or other visitors to the App. WashKart reserves the right to limit, deny or create different access to the App and its features with respect to different user(s), or to change any of the features or introduce new features without prior notice.
- WashKart advises its users that while accessing the App, they must follow/abide by applicable laws. WashKart is not responsible for the possible consequences caused by your behaviour during your use of Platform. WashKart may, in its sole discretion, refuse to provide Service to anyone at any time.

USE OF CUSTOMER INFORMATION

- WashKart takes privacy and personal information seriously. We use the information collected to fulfil your requests for certain services, to process payment transactions and facilitate billing, and to otherwise deliver services. We also may send merchant service announcements, newsletters, and periodic notices about specials and new products. We protect your personal information from disclosure of all kinds
- WashKart is hereby authorized to use the location based information provided by any of the telecommunication companies when you use the mobile phone to make a booking. The location based information will be used only to facilitate and improve services for you.
- The Company may send regular SMS or e-mail updates for promotional information. You may opt out of receiving such messages in the manner provided in such promotional message. If you are registered on the national DND register, you may not receive promotional messages from us.

MISCELLANEOUS

- These terms are governed by the laws of India. The courts of Bangalore, India shall have the sole and exclusive jurisdiction in respect of any matters arising under these Terms or from the use of the Services offered by WashKart.
- These Terms and the Privacy Policy constitute the entire agreement between the User(s) and WashKart with respect to access to and use of the application and the Services offered by WashKart, superseding any prior written or oral agreements in relation to the same subject matter herein. Any terms specific to the Services offered shall additionally govern your use of the Services.

Contacting Us

If there are any questions regarding these terms of use you may contact us using the feedback section in the main menu or customer care support number at +91 7795760780/7209737978 or write an email to contact@washkart.co.in