

The Washbowl

Terms & Conditions

- Updated 1st March 2022



General

These terms and conditions apply between The Washbowl Ltd (referred to as “WB”, “we” or “us”), of Clies Farm, Gunwalloe, Cornwall, TR12 7QQ, company number 13427377 registered in England & Wales, and the “Customer” who is either hiring our linen, or for whom we are cleaning linen.

By placing an order, picking up linen to be rented, or dropping linen off to be cleaned, the Customer thereby agrees to these terms and conditions of service. If the Customer does not agree to these terms, they must not use our services.

We reserve the right to update these terms and conditions in the future as the need arises, and we will endeavour to notify existing customers of any updates which may apply at the time, however the updated terms will automatically apply once issued for future orders. The latest terms and conditions will always be accessible at this link: thewashbowl.co.uk/terms

Linen Hire Service

Customer Responsibility & Liability

The “Customer” in the case of linen hire, is the person who orders the linen (“goods”) from the WB - we may directly invoice third parties (eg. your customer), however the person we deal with for ordering and returns is considered our Customer, the contracted and liable party.

All hired goods, including any laundry bags provided by WB remain the property of WB.

If the Customer has third parties handle the linen (for example, staff, helpers, upstream or downstream parties), the Customer retains full liability for the goods they have ordered, and any mistake, damage, or loss by those third parties will be absorbed by the Customer and the WB compensated promptly for any loss or damage resulting. In other words, we hire to you, if someone you give it to messes it up or loses it, the liability is still fully on you - it's up to you to chase any losses you have received (by compensating the WB for damaged/lost goods) as a result.

If goods are damaged, but fixable to an as-new standard (eg replacement buttons on a duvet cover) then a reasonable charge will be applied to the Customer by the WB. Most fabric damage and persistent staining will result in the item being unusable for rental, so we would consider that a full loss, for which the WB must be fully compensated.

If goods are lost and not returned to us at the end of the rental period, or damaged beyond repair (not to a rentable standard), then the Customer is liable for the full cost of replacement at the same quality, at a rate determined by the WB. These damages and losses must be covered promptly, irrespective of any chasing the Customer wishes to do, the Customer must compensate the WB as a priority, regardless of any reconciliation that they wish to happen upstream on their end (eg if they need to chase their customer, or their customer's customer etc for their compensation), it is the Customer who is liable to the WB for all loss and damage that occurs.

The WB will not accept replacements for lost or damaged goods supplied by the Customer, unless by prior agreement, as we need to match stock and quality, mismatched goods will not work for us.

Our Responsibility & Liability

You must place your order no later than 48 hours before desired pickup (or pre-agreed dropoff), ideally 7 days before so that we can manage stock and ensure availability.

We cannot guarantee availability, especially for unexpected volume, but we encourage you to discuss your needs with us as early as possible so that we can try and manage expectations as well as adapt on our end to meet your needs where possible.

Whilst we endeavour to supply the correct goods as ordered to a usable standard, nobody is perfect and mistakes can happen, in that case we will endeavour to either resupply any incorrect or substandard (as agreed by WB) goods to fulfil the original order, or refund/credit the issued items, such that you have not paid for goods that you could not use.

Under no circumstance will WB liability exceed the order value.

Hire Duration

Linen hire unless previously agreed and noted specifically on orders is for one week (7 nights), starting from the day the linen was dropped off or picked up (except where we have agreed to earlier drop offs or pickups), and allowing for an extra 2 days for used goods to be returned to us. Goods ordered for more than one week, or held for more than a week without prior agreement will be subject to additional weekly charges (let us know beforehand if you need to keep it longer!).

Goods that are hired but not needed, can be returned in reusable condition (not needing to be washed or ironed) for a full credit within 3 days of the linen leaving the WB, or for a small discount if returning alongside (but separated from) the dirty laundry, as we will have still lost the ability to rent it for that week.

Handoff, Pickup & Collection

Depending on your distance from us and quantity of goods ordered we may offer a delivery and pickup service, in which case we will hand off the ordered goods to a person the Customer designates, upon which point liability for the goods are undertaken by the Customer. We will generally not drop off the goods without a person present, unless to a secure facility (eg lockbox, property with key or code), in the event we do agree to drop off linen to an insecure location (eg at the back of a house, unlocked shed etc) then the Customer must assume full liability from the point of that dropoff.

Ordered goods can be picked up from and dropped off at the WB, in Gunwalloe by arranged appointment, both to make sure that someone is there to service you (we are a small business) and that your order is packed and ready to go.

If you are returning laundry to us, you must not leave it outside as it could get damaged or stolen, and the liability would still be with you, it must be handed off to a person for your responsibilities to be satisfied, unless by prior arrangement/exemption or instruction by us.

Laundry Services

The "Customer" in the case of laundry, is either the owner of the linen, or the housekeeping manager if they have been fully delegated by the owner.

The Customer will maintain and provide a list of items to be cleaned, which we will check before washing, and then during packing to ensure all items are accounted for. It is critical that we know what is in each bag beforehand, as some items may require multiple cycles and could otherwise be accidentally misplaced if we don't know exactly what should be in each bag, having accurate inventory counts ensures we get it right. Also in our experience, quite often Customers miscount items that go in to their bags (and blame us for items they believe missing), so it's best to be sure. WB is only liable for the items that arrived to us for cleaning.

Any items that are highly soiled should be packed separately and pointed out to us, so that we can deal with them effectively in order to meet your delivery timeframe, as they may require special treatment and multiple wash cycles. Failure to do so may result in delays in returning your items.

We will attempt to clean your linen to the best of our ability, within reasonable means, however some stains, especially on coloured linen can be effectively impossible for us to clean in a reasonable way, with the consumables we have/can obtain/are comfortable with using. Some laundry services use diluted bleach to try and shift those stains on coloured laundry but it's an extremely risky process which can destroy the laundry (burns, decoloured spots and lightening) and as we would see ourselves liable for that, we will never use bleach in any measure on coloured laundry. We will return it to you in the best condition we can realistically make it.

Damage

We do not use bleach or any harsh chemicals on customer linen as a routine, we use eco friendly anti-bacterial liquid soap, white vinegar and bicarbonate of soda to assist in stain removal and provide additional anti-bacterial action. On top of that where needed we use oxy granules and spot stain removers which do not damage the fabric. If there are hard to budge stains on pure white linen we may try it in a low hypochlorite solution for one or two washes but we will not go to extreme measures as there is a high risk of damaging or ageing the fabric. We never use chlorine (hypochlorite/bleach) based products on coloured linen so we will never decolour or bleach-burn your coloured linen through routine processing, except via accidental exposure (eg. spillage), in which case see below:

If Customer property becomes damaged whilst at the WB, we will attempt to fix it (eg sew a button back on), or otherwise advise the Customer and where necessary compensate the Customer to correct the issue. Please note that we inspect linen before we process it, and will not compensate for linen that is damaged before it gets to us (eg. where it was damaged by your customer), in those cases we will take photographic evidence first and advise the Customer whether they still wish to have it processed or return it unprocessed.

We use heated roller irons to iron your sheets and duvet covers, and some items are not suitable for this process, such as duvet covers with low melting point poppers, so we are generally unable to process those type of items. If you still wish those items to be processed, we cannot assume liability for damage to those parts.

Handoff, Pickup & Collection

The Customer is responsible for dropping off the linen to be cleaned, at a pre-agreed time such that the laundry can be secured inside, as we cannot take responsibility for laundry left outside, due to weather/water damage & theft. Once the linen enters our buildings under supervision it becomes the full responsibility of the WB.

In instances where the WB has agreed to pick up or drop off your laundry, the laundry is the responsibility of the WB once it enters our hands, and ceases once it leaves our hands. We will endeavour to deliver directly to you, or a pre-agreed location, however if you wish to have it left somewhere, we can only go by your instruction, and once we leave, we are no longer responsible for it.

Timeframe

The WB will endeavour to process your linen over the course of 7 days (1 week), to wash, dry, iron, fold and pack. Please let us know the day you require it for when dropping off or beforehand so we can plan our cleans.

Although we cannot guarantee cleaning timelines, machines break down, staff get sick etc, we know that if we let you down then you won't come to us anymore so we do try our best. If you need a quick turnaround please let us know as soon as possible, however, we can only do our best and routine quick turnarounds are not generally possible, we advise you having multiple sets (ideally 3) of laundry to cycle through to ensure you always have what you need even if there is a delay on one of the cycles.

Pricing

We provide a full price list to the Customer, and we will honour those prices until they are superceded. If WB prices change, the Customer will be notified ahead of time, giving them the choice to evaluate their options. We only charge what we need to, we're not trying to make a lot of money off our service, just enough to live and support the business and grow it naturally, so our prices are somewhat close to the mark and susceptible to influence and adjustment.

Our business costs are closely linked to energy prices, as well as water and consumable pricing, and as we maintain quite low margins, future pricing can expect to follow inflation at a minimum, and of course the energy market is very unstable at present. Our prices will rise in April 2022, by approx 20%, to cover inflation as well as the rocketing energy prices, we expect to and will endeavour to keep those prices for 12 months.

Invoicing & Payment

For regular Customers in good standing (eg. usually pay on time), we offer monthly settlement, whereby we service you for a month, bill you at the end of the month, with payment expected 7 days later. So for instance, early in February, we would invoice you for all of the orders completed in January, and then give you 7 days or so to settle the balance, if you need more time then let us know beforehand.

If you have accrued any credits during the period, those will apply to your statement, reducing the balance due. The credit will be automatically applied during settlement. Credit is not refundable, simply applicable as a part-payment on a bill.

If you prefer to be invoiced regularly, let us know and we will invoice you weekly or as soon as work is completed.

Payment can be made by bank transfer, card, paypal or direct debit, with links and instructions to pay on your invoices. For bulk payment of multiple invoices, bank transfer is usually the easiest. All payment options are presented at the bottom of each of your invoices.

Dispute Process

If there is an issue with your order, provided linen, or cleaned linen, please let us know as soon as possible, by emailing mail@thewashbowl.co.uk or call 01326 727898 and we will do our best to come to a resolution, within these terms of conditions but ultimately we do want to be a force for good, and with to work with our Customers in good faith and understanding, providing that it goes both ways.