



Washingguns Technologies Pvt. Ltd. Terms & Conditions

If you wish to book a service via our website www.washingguns.com, or mobile app, or by calling in at 18008332020, you must agree to the terms below as the exclusive basis which governs such booking and must click "I agree to Washingguns Technologies Pvt. Ltd. terms and conditions" box while booking a service. If you do not agree to any of the terms, do not book a service via this website. If you are booking on behalf of someone else, by clicking "I agree to Washingguns Terms & Conditions", you are representing that you have their authorization to accept these terms and conditions on their behalf.

READ THESE USER TERMS CAREFULLY BEFORE USING OUR WEBSITE

General T&C

Definitions

You – acting as a customer, booking a new service with the company.

Company – The Company hereby referred to as Washingguns Technologies Private Limited.

Booking/Case – effected via the registration with the website/app/mobile number for availing the services.

Bookings can be made for single services or multiple services.

T&C for Laundry and Dry-clean

Any kind of complain will be entertained only within 72 hrs. of the delivery of package. White and colored clothes are segregated and washed separately, even then if any of your clothes get color stains from other cloths while washing, then we are not responsible for this. Once a complaint is registered, you will get a resolution from our customer grievance team within 7 working days. If any kind of reimbursement has to be made, then it will be in form of our laundry packages only.

Delivery Policy

The delivery and pickup is free of cost and the turnaround time between pickup and delivery depends on time of placement of order and distance of the pickup location from our warehouse. Most of the time the pick-up will happen on the same day of booking your order.

Package Refund

All the package bought by customer are non-refundable.

Package Upgrade

The customer can always contact the customer care services for upgrading the package procured. We will be delighted to help you.

Damaged Order

The customer can always register a complaint within 3 days of the delivery if not satisfied with the service and shortly customer care will get in touch with the client within 24 hours of complaint being registered. If damage is caused due to washing, we are liable for maximum of 5 times the service cost or the net value of the product calculated by the depreciation formula (whichever is less) for that cloth.

Turnaround Time

Your clothes will be delivered back to you within 48 hrs. from the time of pickup. However due to high frequency of orders on weekends, it may take more than 48 hrs. to deliver your order.

Lost Items

Washingguns knows how important it is to serve the customer with best practices and with the help of trained professionals and expertise knowledge of years in washing, our team takes the ultimate care of the clothes and help you to shine like a star. Even then if there is a complaint of missing item, below mentioned procedure will be followed:

- Complain must be registered within 72 hrs., From the time of delivery of package.
- The case will be investigated and a response/resolve will be shared within 15 working days of registering the complaint.
- If such an incidence is verified, you will be eligible to claim an amount against the net value of the product calculated by the depreciation formula refer Appendix 1.
- The net value will be deduced based on the physical bill only.
- Refund process once initiated will be closed in 15 working days.

Belongings along with the Clothes

Washingguns won't be responsible for any belongings that are found in your laundry basket. Please make sure you check the clothes before handling them for laundry and Dry-clean

T&C for other services

Other services provided by Washingguns Technologies Pvt. Ltd. are Deep home cleaning, Office cleaning, Room cleaning, Bathroom cleaning, Kitchen cleaning, Floor cleaning, Mattress cleaning, Carpet cleaning, Car cleaning, Glass Cleaning, Aquarium cleaning, Water tank cleaning, Rodent control, Termite control, Cockroach control, Bed bug control, Mosquito control, Sofa dry cleaning.

We have several third party vendors who provide these services once a service is booked by customer. If you have any issue with the quality of service or you have a dispute with any service professional, you must address such dispute with the service professional directly.

YOU HEREBY AGREE TO RELEASE Washingguns Technologies Pvt. Ltd. (AND OUR OFFICERS, DIRECTORS, AFFILIATES, EMPLOYEES AND AGENTS) FROM ANY DAMAGES OR CLAIMS (INCLUDING CONSEQUENTIAL AND INCIDENTAL DAMAGES) OF EVERY KIND OR NATURE, SUSPECTED AND UNSUSPECTED, KNOWN AND UNKNOWN, AND DISCLOSED OR UNDISCLOSED, ARISING OUT OF OR IN ANY WAY CONNECTED WITH SUCH DISPUTES AND YOUR DEALINGS WITH SERVICE PROFESSIONALS.

Appendix 1

1. Depreciation Table

Category/Item	Ann Dep %	Useful Years
Daily Wear	50%	2
Coats	33%	3
Dresses	50%	2
Hats, Bonnets	100%	1
Sports Wear	100%	1
Shoes	100%	1
Undergarments	100%	1
Bathing Suits	50%	2
Formal Wear	33%	3
Gloves	33%	3
Leather Jackets	33%	3
Socks	100%	1
Uniforms	100%	1
Sleepwear	50%	2

2. Depreciation Calculation

The **compound depreciation** will be calculated based on the above table and technical observation of our team.

Note: In case of any claims Washingguns Technologies Pvt. Ltd. Will be liable to pay in-terms of service only.