

Professional Ironing Services and Cleaning Products

Ironing Now

01279 876660

Terms & Conditions (revised December 2013)

1. Use of our services means acceptance of our terms and conditions contained within this document.
Our terms and conditions will be amended from time to time and the current terms and conditions can be found on our website http://www.ironingnow.co.uk/html/terms_conditions.html alternatively copies can be obtained from Ironing Now, Parklands Business Park, Stortford Road, Leaden Roding, Essex CM6 1GF.
2. We reserve the right to refuse to offer any of our services to any person or organisation without reason.
3. Ironing & Dry Cleaning Services
In the event of any item / items negligent loss or damage caused by Ironing Now or our employees we will only accept liability to a maximum of £30 per item regardless of the items cost. (articles of clothing, bedding, curtains and other household and personal goods are subject to reasonable deductions for wear & tear in evaluating the item value)
4. For Ironing Now to collect Ironing or Dry Cleaning from your home or workplace there is a minimum order criteria of £18.00 + delivery charge (if applicable). Call 01279 876660 or check our website to confirm we offer a delivery collection service in your area.
5. All payments for goods or services are due on delivery or collection unless otherwise agreed in writing. We will not deliver ironing without receiving full payment (unless previously agreed in writing)
6. In the event of being unable to deliver on two consecutive occasions we reserve the right to refuse further delivery calls. We also reserve the right to add additional charges above our standard delivery charges for all further unsuccessful delivery attempts.
7. Commercial accounts are available subject to status and satisfactory credit checks. Accounts are agreed on an individual basis. We do not offer credit terms over 30 days.

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8. Free Delivery Service (limited coverage areas please check for availability in your area.)
Where available free delivery will only be applicable for orders £18 and above (excluding delivery charge)
If we attempt to deliver or collect within an agreed time region and are unable to do so due to lack of payment, nobody home or no answer or if items are not ready to collect, all subsequent delivery or collection attempts will attract a £2 minimum charge. It is your responsibility to notify Ironing Now if you are unable to meet the prearranged timeslot.
9. Standard Delivery Service
Prearranged delivery collection slots
If we attempt to deliver or collect and are unable to do so due to lack of payment, no one home, goods not ready for collection etc we will level a charge for each failed event.
This charge is dependent on area, traveling time etc.
It is your responsibility to notify Ironing Now if you are unable to meet the prearranged timeslot
10. We reserve the right to refuse to supply our services should we discover clothing to be unwashed or in a tainted condition. All collection and delivery charges will still apply.
11. Over dried Clothing (generally tumble drying to excess) will often mean unsatisfactory ironing results and often entail increased time spent on ironing. Should this be the case we can accept no responsibility for the subsequent quality of the ironing. In this event we reserve the right to apply additional charges for the increased time incurred.
12. Due to high turnover and limited storage space we request all ironing & dry cleaning is collected within seven days of completion unless otherwise agreed. We reserve the right to charge storage costs for goods left longer than 21 days
13. We reserve the right to dispose of any clothing not collected within 84 days of ironing completion.
14. Payment is due on collection or delivery (unless otherwise agreed in writing)
15. Payment is either by cash or payment direct into our bank account (this option is only available to approved clients and must be within 24 hours of collection or delivery). Please ask for details if you wish to pay direct into our account.