

TERMS AND CONDITIONS

Our Quality Promise

Cleanovo - Dry Clean Experts strive to provide the best quality service to its valuable customers. All the dry cleaning & laundry services provided by us are based on standard garment care practices followed worldwide. The services offered and techniques used have been tested and also adjusted to ensure optimum cleaning and safety of your everyday clothing as well as to the special fabrics & garments.

We commit to clean and provide additional services for your garments according to the professional methods practiced globally. Your entrusted articles will be treated with the greatest care and respect for the environment. We welcome your feedback at all times and will ensure it is incorporated into our system for continuous improvement when possible.

GENERAL TERMS

- Our services are usually payable for at the time of receiving your entrusted articles.
- The articles will be returned only against validation of original paper / digital receipt provided at the time of reception of garments unless in special circumstances.
- No agent or employee of Cleanovo has any authority to alter these terms in any manner.
- All taxes and Levies are applicable as per law.
- These terms and conditions are subject to change without prior notice.

RESPONSIBILITIES

- 1) Cleanovo aims to provide the best quality of cleaning available as per its standard methods defined by the brand Cleanovo India; however, does not guarantee the removal of all stains on an article. Wherever possible, the company will notify the customer of stains and issues that cannot be resolved due to further possible damage to the fabric, its dye, its form / shape, its embellishments or any of its other characteristics.
- 2) The company is untied to any responsibility excluded in the event of serious negligence. Our responsibility to the article only holds true if the article to be treated supports the process of cleaning recommended on the label of maintenance provided by the manufacturer of the garment. If the article does not support any wash care and maintenance instruction, the company shall use its expertise to provide appropriate service with exclusion to any responsibility.
- 3) In spite of the simple professional control carried out at the time of the reception of the articles, we cannot be held responsible for the damage due to non identifiable properties or not detectable defects such as: insufficient resistance of fabrics or the seams, bad reaction of the colors or the impressions, presence of a pen in the lining, former defects or weaknesses due to continued exposure to sunlight or harsh conditions, deterioration of the buttons, loops, zippers, shoulder pads, ornaments, etc., or if the label of maintenance is incorrect. A responsibility for contracting or a modification of the colors remaining in the usual tolerances is excluded.
- 4) The need for a particular treatment must be obvious especially in the event of delicate characteristics of the fabric easily recognizable or stains which require a special treatment. The symbol of maintenance and/or the indication of the care on the label of maintenance are determined for the cleaning of such fabrics.

- 5) Cleanovo can issue reserved terms on the receipt applicable at the time of the reception of the articles to be treated.
- 6) A guarantee of ultimate success in service is excluded.

COMPENSATION

- 7) We put all efforts to respect the agreed delivery period & timelines. Delays do not however give any right to compensation.
- 8) Safe keeping charges of Rupees 5 per article/day may be charged to customer failing to collect their article from the Cleanovo store within 45 days of delivery date.
- 9) The articles must be collected within a period of 60 after their deposit. The company shall make attempt to contact the customer in such cases, however Cleanovo cannot be held liable for loss of article after a 45-day period of garment ready notifications (sent to the customer through SMS and other digital platforms)
- 10) If the mandate of cleaning cannot be carried out, the articles are returned in the state as received. The number and the kind of parts indicated on the receipt are determining for the verification of the entrusted articles.
- 11) Any article damaged due to serious negligence of the company and does not apply to any rules mentioned herewith shall be compensated by paying up to six (6) times the value of the service provided to the customer on that article. The compensation shall be made in form of voucher of equivalent cash value or a direct cheque payment in the customer's account only. No cash compensations will be provided.
- 12) In the unforeseen event of loss or misplacement of any article for which we take the responsibility, Cleanovo shall conduct careful examination of that particular case. Cleanovo's liability with respect to any loss of article shall not exceed ten (10) times of charges for cleaning of that article as billed. Any allowance in kind is excluded.
- 13) Cleanovo is not responsible for loss of or damage to any personal or non-cleanable articles left in the clothing or bags such as money, jewelry, or other personal belongings.

COMPLAINT(S)

- 14) Any complaint(s) must be highlighted to the Cleanovo Team without delay; and at the latest in the (3) three business days after delivery of the articles and with the presentation of original receipt (paper or digital) and the garment tags (actual) of Cleanovo intact.
- 15) The complaints are carefully examined by our customer service team and are respectively justified / rectified by our teams in the stores. Normal time delay may apply to the rectification process.
- 16) Our objective is to respond to every complaint at the earliest, however, any complaints and grievance cases may take up to (7) seven days for an appropriate response as this has to be certified and checked of the possibilities by our quality supervision and operations teams in conjunction with our local franchisee.

For any further queries and clarifications, kindly contact customercare@cleanovo.com