



Terms and Conditions

1. About Us

These Terms and Conditions apply to all services provided by Dee-Crease Ironing Services, a small, local ironing service operating in the UK ("we", "us", "our"). By using our services, you ("the customer", "you") agree to be bound by these Terms.

2. Services Provided

We provide domestic ironing services only. Services may include collection and delivery where agreed in advance. We reserve the right to refuse any items at our discretion.

3. Bookings and Cancellations

- Bookings must be agreed in advance.
- Cancellations must be made at least 24 hours before the agreed collection or drop-off time.
- Late cancellations or no-shows may be charged a fee.

4. Pricing and Payment

- Prices are charged per item or at an hourly rate, as agreed at the time of booking.
- Payment is due on collection or delivery unless otherwise agreed.
- We reserve the right to revise prices, but any changes will be communicated before work begins.

5. Customer Responsibilities

You agree that:

- All garments are washable and suitable for ironing.
- Care labels are accurate and readable.
- You will inform us of any special requirements, delicate fabrics, or known faults (e.g. weak seams, embellishments).

We are not responsible for damage caused by inaccurate or missing care labels.

6. Quality and Care

- We take reasonable care when ironing all items.
- Items will be ironed according to the manufacturer's care instructions.
- We do not use starch unless specifically requested.

7. Damage, Loss, or Liability

- While every care is taken, ironing carries an inherent risk.
- Our liability for any lost or damaged item is limited to the current market value of the item, taking into account age and condition.
- We are not responsible for:
 - Pre-existing damage
 - Colour bleeding or shrinkage

- Damage caused by faulty fabric or manufacturer defects

Any issues must be reported within 24 hours of collection or delivery.

8. Collection and Delivery

- Collection and delivery times are estimates and may vary.
- We are not liable for delays caused by traffic, weather, or circumstances beyond our control.
- Items not collected within 30 days may be disposed of.

9. Refusal of Items

We reserve the right to refuse items that are:

- Soiled with bodily fluids or hazardous substances
- Excessively wet or mouldy
- Infested with insects

10. Data Protection

We collect and store only the personal information necessary to provide our services. Your information will not be shared with third parties and is handled in accordance with UK data protection laws.

11. Force Majeure

We shall not be held liable for failure to perform our obligations due to events beyond our reasonable control, including illness, extreme weather, or emergencies.

12. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

13. Changes to These Terms

We reserve the right to update these Terms and Conditions at any time. The latest version will apply to all ongoing and future services.

By using our services, you confirm that you have read and agreed to these Terms and Conditions.