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1. Service Provided:

- a. Stellen Laundry provides a collection and return service of commercial and domestic laundry.
- b. Stellen Laundry will Wash, Drying, Rolling, or Ironing and Fold as the service offering.
- c. Hand Ironing on request at additional cost.

2. Pricing:

- a. Cost for the service will be based on the agreed per kg based on dry & clean weight of the final product, please see attached price scheduled as per increase on the 9 June 2023
- b. Renewal and /or New Client fees may apply depending on service requirements.
- c. Stellen Laundry do reserve the right to increase pricing at any time without prior notice.

3. Billing and Payment:

- a. Credit agreement must be completed and agreed by both parties before any service would be provide by Stellen Laundry
- b. No cash payments will be allowed without prior arrangement with management.
- c. Invoicing will follow delivery and statements are from the 25th to the 25th of each month.
- d. Payment is due by the 7th of each month following the statement.
- e. Stellen Laundry reserve the right to stop service after the 15th on any outstanding accounts.
- f. EFT bank transfers will only be confirmed by accounts and POP, proof of payments, are not considered a guarantee.

4. Collection & Delivers

- a. Stellen Laundry provides a collection and return service within 24 hours for commercial and domestic laundry.
- b. The agree once a day deliver & pick time slot of between &
- c. Any addition delivers or pickups would be at addition cost.
- d. Stellen Laundry will not be responsible for delays in service by external factors or 3rd party service provider such as diesel or petrol, water, and electrical power supply by local and national service providers.

5. Terms and Conditions of Laundry Service:

i. General Terms and Conditions

- a. The use of Stellen Laundry's services ("Services") indicates your agreement to be bound by Stellen Laundry's standard terms and conditions.
- b. The client agrees to be responsible for accurate counts of any items handed and to inform the laundry of any highly soiled of damage items send in for washing.
- c. The client agrees to be responsible for the accurate counts at receiving of goods and a timely report of discrepancies.



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- d. Stellen Laundry drivers are carefully selected, and our vehicles are inspected & maintained regular still the drivers must negotiate the traffic with external factors out of our control, therefore Stellen Laundry cannot be held accountable for any damage or lost due to third party negligence or vandalism.
- e. Onsite storage, Stellen Laundry will secure the laundry and maintain the laundry damage free but cannot be held accountable for any damage or lost due to third party negligence or vandalism.
- f. Stellen Laundry does not take responsibility for any loose items lost when submitted in any other than pre-approved laundry bag.
- g. Any items within laundry or laundry bags such as watches, jewellery, cufflinks, money, wallets, etc. and shall have no liability for such items.
- h. Stellen Laundry additionally is not liable for damage caused by you not selecting the correct service when placing an order (e.g. selecting wash and fold instead of add hang dry service).
- i. Stellen Laundry is also not liable for damage caused by, but not limited to lose items like pens and lipstick.

ii. **Damaged or Lost Items**

It is our priority to supply the best care to your linen & garments and we appreciate your trust.

iii. **Missing Items**

- a. While it is never our intention for an item to go missing, occasionally it can happen. If this is the case, please notify us within 2 working days from drop-off on by emailing us at gm@stellenlaundry.co.za.
- b. Notifying the delivery driver is insufficient. All claims are reviewed on a case-by-case basis. Items are considered lost eight (8) business days after the initial claim has been made.
- c. All decisions on lost items are in Stellen Laundry 's sole discretion and are final.

iv. **Orders & Counts**

- a. The client is to complete and hand in a "count-sheet" with weight which Stellen Laundry will check and confirm and confirm if the count and weight is correct.
- b. Order will only be expected in sealable laundry bags and the sealed bag will be check-in as-is with a final count before despatch.
- c. If the check count does not correspond with the quantity as listed by client, this will be double checked and the laundry's count or weight must thereafter be accepted,
- d. On collection / delivery of laundry, the client must check that all items are accounted for as per "count-sheet "and billable weight.

v. **Damaged Items**

- a. Although we do our best to prevent any damages to your garment or linen, unfortunately every garment or linen, regardless of brand or quality, will wear out over time, and there is nothing Stellen Laundry can do to predict when this will happen, or prevent it.
- b. Stellen Laundry does not provide reimbursement or compensation for damage related to normal wear and tear.
- c. Stellen Laundry uses tumble dryers to dry clothing and linen therefore cannot be held accountable for any damage or shrinkage to clothing, linen and or garments through the washing and drying process.



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- d. **Per industry standards**, the following are considered to be normal wear and tear:
 1. Shrinkage from repeated laundering.
 2. Curtain shrinkage.
 3. Colour fading small holes or tears.
 4. Discoloration caused by hygiene or beauty products (deodorant, perfume, cologne)
 5. Button or zipper damage, including duvet covers with buttons.
 6. Thinning of fabric.

vi. **Reimbursement Guidelines**

- a. For Wash and Fold, Wash and Iron and Dry Cleaning, any reimbursement for an item or order deemed lost by Stellen Laundry shall be limited to and shall not exceed eight (8) times the charge for cleaning the lost item (not inclusive of tax and other fees) regardless of brand, price, or condition of the garment, or ZAR300, whichever is lower.
- b. Any reimbursements will be in the form of a credit note to the account.
- c. To the fullest extent permitted by law, Stellen Laundry 's aggregate liability in connection with a lost item shall not exceed the foregoing amount.
- d. Stellen Laundry 's offer for reimbursement as a credit to the account is valid for ten (10) business days once the offer is made. Any attempts at redemption beyond that will be evaluated on a case-by-case basis. All decisions on lost items are in Stellen Laundry 's sole discretion and are final.
- e. Any damaged items must be reported by sending us a by emailing us at gm@stellenlaundry.co.za within seven (7) days of delivery of the order. Notifying the delivery driver is insufficient.
- f. All damaged items must be inspected by Stellen Laundry through digital photos of each damaged item, within seven (7) days of delivery of the order.
- g. All decisions on damaged items are in Stellen Laundry 's sole discretion and are final.

6. **Indemnification**

By accepting these Terms and using of our Service, you agree that you shall defend, indemnify, and hold Stellen Laundry, its affiliates, and each of their officers, directors, other users, employees, attorneys and agents harmless from and against any and all claims, costs, damages, losses, liabilities and expenses (including attorneys' fees and costs) arising out of or in connection with:

- a. your violation or breach of any term of these Terms or any applicable law or regulation, whether or not referenced herein.
- b. your violation of any rights of any third party.
- c. your use or misuse of the Application or Service.
- d. Force Majeure : The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, fire, flood, earthquake, extreme adverse weather conditions, natural disasters, pandemics, epidemics, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.