

Must Press On Terms & Conditions

Please understand that by using the Must Press On website and services you agree to be bound by these Terms and Conditions.

These Terms and Conditions do not affect your statutory rights.

1. Orders

- 1.1. There is a minimum order value of £20.00 excluding discounts per collection.
- 1.2. No online contact is accepted as an order until we confirm this by email or telephone.
- 1.3. A contract for use of service arises on our acceptance of your booking.
- 1.4. Where we accept a booking, we do all that we can to ensure that your booking is fulfilled. If we are unable to fulfil a booking, we will inform you as soon as possible of this and you will not be charged.
- 1.5. We reserve the right to refuse to accept orders from any customer.

2. Prices

- 2.1. Current prices will always be shown on the price section of our website and can also be obtained by telephone.
- 2.2. However, we reserve the right to change our prices without notice.
- 2.3. Only one special offer can apply to any one ironing order.

3. Delivery & Collection

- 3.1. Ironing will be collected and returned by arrangement to your home or workplace on a pre-arranged day between 5pm and 7pm.
- 3.2. Whether a basket is half or full sized is dependent on the judgment of the person collecting. They will inform you of the price and leave a written order confirmation at the time of collection.
- 3.3. You are responsible for making suitable arrangements to arrange your collection and receive your delivery and giving us appropriate instructions.
- 3.4. If you are not available for collection or delivery at the pre-arranged time, you must tell us of any changes to avoid a wasted journey being made by us. An alternative collection or delivery point for your items can be used.
- 3.5. Our free collection and delivery is standard, however a charge a rate of £5 per additional trip will be made if we attempt to deliver or collect on the agreed day and time and you are unavailable.
- 3.6. For repeat customers, we may leave you with one of our laundry baskets. However, laundry baskets remain the property of Must Press On and a charge of £7.50 will be made for each basket lost or damaged.

4. Cancellations

- 4.1. Ordering our service carries with it the obligation to pay for it unless we receive from you a cancellation of or change to your booking 24 hours before the collection time.
- 4.2. Any payments you have already made for bookings which have been properly cancelled will be refunded to you.

5. Payment

- 5.1. We accept cash, cheques or online payments only.
- 5.2. Payment is due upon delivery.

6. Customer's Responsibilities

- 6.1. Customers must provide items in a washed state. Items that have not been washed will not be ironed.
- 6.2. Please note that very dry clothes may not produce best results.
- 6.3. You are required to ensure that any items passed to us are in a safe condition, and will not cause accidents.
- 6.4. You are asked to provide all hangers for any items you would like hung. Any items for which hangers are not provided will be neatly folded & placed back in the laundry basket.
- 6.5. Customers are responsible to check all garment labels for "do not iron" instructions. It is assumed that any items placed in the laundry basket at the time of collection are safe to iron and will not be damaged by ironing them. All items placed in the laundry basket will therefore be ironed at the customers' own risk.
- 6.6. Leather items, buttons, buckles, beading and any garments with similar decorations are processed entirely at the owners' risk.

7. Our Service

- 7.1. All garments are hand ironed, and where hangers are provided, covered with protective wrapping.
- 7.2. All garments are ironed in a smoke-free environment.
- 7.3. Starch will not be used on any garments unless specifically requested. An extra charge may apply.

8. Pre-Damaged Items

- 8.1. Any clearly damaged, soiled, or shiny items collected from you will be returned to you un-ironed to avoid any misunderstanding regarding liability for damage.
- 8.2. We reserve the right not to iron clothes which carry heavy smoke odours.

9. Complaints/Loss/Damage

- 9.1. In the event of a complaint, we will re-iron the affected clothes free of charge. No refunds will be given for any reason.
- 9.2. In the unlikely event of a loss or damage to any of your items we will be pleased to compensate up to a maximum of £15 per item upon receipt showing original cost. Each claim must be made at the time of receipt of ironed items.
- 9.3. Lost or missing items must be reported within 24hrs of loss. If a claim is made by a client who has not made any payment for our service, then no claim will be allowed. All claims must be made in writing.
- 9.4. In the event that your delivery is damaged or lost after being handed over to yourself or a delegated person, we do not accept liability.

10. Website

- 10.1. All content of the Must Press On website is the property of Must Press On.
- 10.2. You may not reproduce, modify, copy or distribute or use for commercial purposes any of the materials or content on the Must Press On website without written permission from Must Press On.