

# LaundryBar Pick-Up & Delivery Services

## Terms and Conditions

Welcome to **LaundryBar**. These Terms and Conditions ("Terms", "Agreement") constitute a legally binding agreement between you ("Customer", "you") and LaundryBar ("we", "us", "our") governing your use of our laundry pick-up and delivery services ("Services").

**BINDING AGREEMENT:** By placing an order via our website, AutoMaid platform, WhatsApp, or any other official channel, you acknowledge that you have read, understood, and agree to be bound by this Agreement in its entirety.

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### 1. Acceptance and Modification of Terms

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This Agreement becomes effective upon the placement of an order, which serves as your electronic acceptance of these Terms.

LaundryBar reserves the right to amend or modify these Terms at any time without prior notice. The current version will be maintained on our official platforms. Continued use of our Services following any updates constitutes acceptance of the revised Terms.

### 2. Scope of Services

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LaundryBar provides comprehensive pick-up and delivery laundry solutions, including wash-and-fold services as specified on our platform.

#### Service Basis

Orders are processed strictly according to the package or bag size selected at the time of booking. LaundryBar does not weigh individual laundry bags for these services.

#### "1 Bag = 1 Machine" Policy

To ensure hygiene and operational efficiency, each bag is processed in a dedicated washing machine. Items within a single bag will not be sorted by color, fabric type, or specific washing requirements.

#### Sorting Responsibility

Customers are responsible for pre-sorting garments into separate bags if specific washing conditions (e.g., whites, colors, or delicates) are required. Each bag is treated as an individual order and billed accordingly.

#### Disclaimer

Under the "1 Bag = 1 Machine" policy, LaundryBar is not liable for color bleeding, shrinkage, fabric distortion, or any adverse reactions resulting from items being washed together in the same bag.

## Capacity Limits

We reserve the right to reject, return, or apply additional charges to bags that exceed the designated capacity of the selected package. Overload determination remains at LaundryBar's sole discretion.

## 3. Customer Warranties and Responsibilities

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By placing an order, the Customer warrants that:

- **Suitability:** All items submitted are suitable for standard machine washing and tumble drying.
- **Washing Agents:** Items can withstand standard detergents, softeners, and sanitizing agents used in our process.
- **Care Labels:** The Customer has verified garment care labels to ensure compatibility with mechanical laundering.
- **Pocket Inspection:** All pockets have been emptied. LaundryBar is not responsible for loss or damage caused by foreign objects (e.g., cash, keys, pens) left in garments.
- **Pre-existing Conditions:** LaundryBar is not liable for damage to items with pre-existing defects, weaknesses, or significant wear and tear.
- **Risk Acceptance:** The Customer accepts inherent risks of mechanical laundering, including minor fading, shrinkage, or fabric wear.

## 4. Prohibited and High-Risk Items

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LaundryBar reserves the right to refuse any item. The following must not be submitted:

- Biohazardous materials (e.g., blood, feces, or vomit).
- Items heavily soiled with oil, grease, or flammable substances.
- Shoes, carpets, rugs, or heavy floor mats.
- Leather, suede, fur, PVC, or plastic-based materials.
- Garments with heavy embellishments (beads, sequins, metal studs).
- Items of high sentimental or irreplaceable value.

If prohibited items are found, LaundryBar may return the bag unwashed or remove the specific items before processing.

## 5. Pick-Up and Delivery

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- **Scheduling:** Provided time slots are estimates and do not constitute a guarantee.
- **Delays:** We are not liable for delays caused by traffic, weather, vehicle issues, building restrictions, or third-party courier delays.
- **Access:** Customers must ensure safe and legal access for our staff. Access restrictions may result in additional service charges.
- **Unattended Orders:** If unattended pick-up or delivery is requested, the Customer assumes all risk of loss or theft once the driver confirms the action at the location.
- **Official Bags:** LaundryBar is only responsible for items contained within our official laundry bags.

## 6. Claims and Compensation Policy

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### Claims Procedure

Any claims for missing or damaged items must be submitted within **24 hours of delivery**, including the order number, a detailed description, and clear photographic evidence.

### Compensation Limits

Validated claims will be compensated at the **lowest** of the following values:

- The service fee paid for the affected order.
- The depreciated market value of the item.
- A **maximum of RM200 per order**.

Approved compensation will be issued exclusively as LaundryBar account credit. Total liability for any single order shall not exceed the total amount paid for that specific service.

## 7. Payment Terms

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Full payment is required at the time of booking. Once processing has commenced, payments are non-refundable. Pricing is subject to change without prior notice.

## 8. Promotional Offers

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Promotions are subject to specific terms and are non-transferable, non-exchangeable for cash, and may be withdrawn at LaundryBar's discretion.

## 9. Limitation of Liability

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**TO THE MAXIMUM EXTENT PERMITTED BY MALAYSIAN LAW, LAUNDRYBAR SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF BUSINESS, PROFITS, OR THE SENTIMENTAL VALUE OF GARMENTS.**

## 10. Right to Refuse Service

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We reserve the right to suspend accounts or refuse service in instances of abusive behavior, suspected fraud, safety concerns, or violations of these Terms.

## 11. Force Majeure

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LaundryBar is not liable for service disruptions caused by events beyond our control, including natural disasters, government mandates, public health emergencies, or systemic failures.

## 12. Governing Law

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These Terms are governed by the laws of Malaysia. Any disputes shall be subject to the exclusive jurisdiction of the Malaysian courts.