

Terms of Business

- ✓ Unless you have separated/ sorted your wash into colours we will use our professional judgment to sort your laundry which may result in multiple loads - Without your express permission we will not mix whites and colours.
- ✓ We charge per load and use our discretion to ensure the “best wash” over fewest loads. For multiple loads if you require a precise charge in advance we will weigh and charge at £1.80 per 1lb
- ✓ With the exception of Duvets and Sluice Washes all our washes are 40 degrees and tumble dried on medium heat unless you request otherwise – we will use our professional judgment but items specifically needing a lower or higher wash or dry temperature or air drying MUST be identified by the customer. Whilst every care is taken, we accept no responsibility for damage to garments laundered in accordance with the care label.
- ✓ Bio Powder is used unless you request Non-Bio. You are welcome to bring your own powder and conditioner.
- ✓ Please highlight any requirements for stain removal – whilst we cannot guarantee 100% removal but we love a challenge – as long as we know in advance we will do our best but complete stain removal is not guaranteed and still chargeable.
- ✓ Please try and ensure your pockets are empty of loose items that may damage our machines and your garments – stones, coins, vapes, Vaseline, phones for example can cause irreparable damage to your clothes.
- ✓ Inventory Sheets are available upon request. Discrepancies on the inventory will be notified to the number provided. We are unable to accept responsibility for missing items unless you can provide evidence the item was in the bag when it arrived at Monogram Laundry.
- ✓ DRY CLEANING is sent OFF SITE to a 3rd Party.
- ✓ DRY ONLY is charged at £1.00 per 1lb in weight – dry.
- ✓ For WASH ONLY we would prefer you collected your laundry the same day so it comes back to you as fresh as it can
- ✓ We are unable to wash Animal Bedding.
- ✓ We politely request that you collect the laundry in the same name that you dropped it off with
- ✓ If you ask us to launder items against their instructions or where there are no instructions, we will use our professional judgement. We will ask for your express permission and by leaving your garment with us you are agreeing there maybe risk.

By leaving your laundry with us you are agreeing to our

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