

## TERMS OF TRADE – THE DRY CLEANING HUB

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1. These general agreed terms apply to all transactions between us.
2. Other documents relating to our transaction, inter alia disclaimers relating to specific goods, our privacy policy and a full set of all other terms and conditions as set out and available on our website, will be included in our transaction with you.
3. Good means the goods provided to us and service means the dry cleaning services requested by you.
4. Price means our fixed/quoted price or the amount agreed between us and unless otherwise agreed payment in full is a condition precedent to the collection or delivery of the goods.
5. You represent and warrant to us that all information and representations that you, or any person acting on your behalf has given in connection with the goods are true and correct and that you have not failed to disclose to us anything relevant to our decision to provide the services
6. Whilst we shall make every possible effort to deliver the services within the prescribed time-frame we shall not be liable for delays.
7. We exercise utmost care in cleaning and processing goods entrusted to us and use such processes which, in our opinion, are best suited to the nature and conditions of each individual garment. Nevertheless, we cannot assume responsibility for inherent weaknesses or defects in materials (such as sun fading on curtains) which may result in tears or the development of small holes in fabric that are not readily apparent prior to processing. In dry-cleaning and laundering we cannot guarantee against colour loss, colour bleeding, and shrinkage; or against damage to weak and tender fabrics.
8. Given the delicate nature of some leathers and suedes, all leather and suede garments are cleaned entirely at your own risk, and we do not accept any responsibility or liability for any damage or fading as a result of the dry-cleaning process.
9. Our liability with respect to any damaged to the good caused by us shall is limited to three (3) times our charge for cleaning the goods regardless of brand or condition.
10. No claims for damages will be recognised unless you advise us of same within forty eight (48) hours of collecting the goods.
11. You also agree to pay on default all costs and expenses incurred in exercising our rights of recovery from you and indemnify us against any losses resulting from your default.
12. When a dispute arises between us you agree to (in good faith) attempt to resolve the dispute by negotiation and comply with the dispute resolution process as set out by the International Fair Claims Guide of the Dry Cleaning Institute of Australia.
13. If you are a company we require a guarantor of your obligations and all guarantors shall be jointly and severally liable for performance of all of the terms, covenants, and conditions of our agreements.
14. Notices must be in writing and be given personally by express or registered post with delivery confirmation or by facsimile transmission or email with receipt confirmation.
15. These terms and conditions shall be governed by and interpreted in accordance with the laws of the State of Western Australia and the parties shall submit to the non-exclusive jurisdiction of the courts of the State of Western Australia.