

Snowy Services Terms & Conditions

If you wish to book a service via our website www.snowy.in, or by calling in at 9770465858, you must agree to the terms below as the exclusive basis which governs such booking. If you do not agree to any of the terms, do not book a service via this website. If you are booking on behalf of someone else, you are representing that you have their authorization to accept these terms and conditions on their behalf.

READ THESE USER TERMS CAREFULLY BEFORE USING OUR WEBSITE

General T&C

Definitions

You – acting as a customer, booking a new service with the company.

Company – The Company hereby referred to as Snowy Services.

Booking/Case – effected via the registration with the website/app/mobile number for availing the services.

Bookings can be made for single services or multiple services.

Modification of Terms

We amend these Terms and Conditions from time to time. Every time you wish to use our Services, please check these Terms to ensure you understand the terms that will apply at that time. These Terms were most recently updated in May 2019.

For Businesses

This section only applies if you are a business.

Your Authority

If you are not a consumer, you confirm that you have authority to bind any business on whose behalf you use our Services.

Constitution

This Agreement constitutes the entire agreement between you and us and supersedes all previous agreements, promises, assurances, warranties, representations and understandings between you and us, whether written or oral.

Acknowledgement

You acknowledge that in entering into the Agreement you do not rely on any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set

out in the Agreement. You and we agree that neither party shall have any claim for innocent or negligent misrepresentation based on any statement in the Agreement.

Liability

Nothing in this section shall exclude liability for either party's fraudulent misrepresentation.

T&C for Laundry and Dry-clean

Any kind of complain will be entertained only within 72 hrs of the delivery of package. White and colored clothes are segregated and washed separately, even then if any of your clothes get color stains from other clothes while washing, then we are not responsible for this. If any of the cloth gets shrink or becomes elongated due to laundry/dry-clean, then we are not responsible for this as it happens due to composition of fabric while manufacturing of cloth. Once a complaint is registered, you will get a resolution from our customer grievance team within 7 working days. If any kind of reimbursement has to be made, then it will be in form of our laundry packages only. No any kind of reimbursement will be provided in a case of a damaged order due to color bleeding/shrinking/elongation of fabric.

Payment

Charges

You understand that use of our Services may result in payments by you for the Services you receive ("Charges"). Charges will be inclusive of applicable taxes where required by law. Charges paid by you are final and non-refundable.

Deductions & Withholding

You agree to pay all amounts due without any deduction or withholding. You are not entitled to assert any credit, set-off or counterclaim against us in order to justify withholding payment of any such amount in whole or in part.

Price List

Charges for our Services are set out in the price list as published on our website and our applications. Our prices may change from time to time, but price changes will not affect any orders that you have already booked.

Website & Applications

The use of our Website and Applications is free of charge. Snowy Services reserves the right to introduce a fee for the use of these Services. Should we decide to introduce such a fee, we will inform you accordingly and allow you to either continue or terminate the Services.

Minimum Order Value

Regardless of any requested services or redeemed promo code, you will always pay at least the MOV (minimum order value) according to our price list. The MOV also applies in the event of an order cancellation after your pickup has been completed.

Email Invoice

We will send you an invoice to the email address as designated in your account. The invoice includes details about the number of your items as well as the charges for our Services minus any discounts.

Subscription Services

If you signed up to one of our subscriptions programs, you will be charged on the first day of the period in which your subscription begins

Laundry

Definition

Laundry refers to our Wash+Fold or Wash+Iron services. This includes a machine wash load as you would do with a regular washing machine at home or in a coin laundromat. After the laundering, your items will be dried in a tumble dryer.

Separation By Colour

As part of our services Snowy Services will separate your items according to colour. White items are washed separately from coloured ones. Despite this precautionary measure you understand the risks of colour bleeding, colour fading or colour loss.

Itemisation

Once arrived in our facilities, we will create an item list for your order. Laundry items are weighed and charged per kg.

Minimum Order Quantity

Every laundry wash load is charged with a MOQ (minimum order quantity) according to our price list. You acknowledge that every additionally requested wash load will be charged according to the MOQ.

Care Labels

We do not inspect every single care label of your laundry items. It is your responsibility to ensure that your items are suitable for machine washing and tumble drying.

Stains

If required we will do an additional washing cycle for you free of charge. You acknowledge that our services do not include any stain spotting or treatment.

BASIC & EXPRESS Service

Service Levels

Snowy Services provides 2 different service levels BASIC and EXPRESS. Each service level comes with different turnaround times and different pickup & delivery slot availabilities.

EXPRESS pickup

All orders with service level EXPRESS are processed with top priority. EXPRESS pickups can be done within 1 hour upon booking and are subject to our time slot availability. You may cancel your EXPRESS delivery during or after the pickup. In this case you agree to pay a reasonable fee for your EXPRESS pickup according to our price list.

BASIC delivery

Our estimated default turnaround times for selected services are:

Wash+Fold 2 days

Wash+Press 2 days

EXPRESS delivery

Our estimated default turnaround times for selected services are:

Wash+Fold 1 days

Wash+Press 1 days

Turnaround Extension

Drying makes up the most time consuming part and largely depends on type & thickness of your materials. You acknowledge the risks of damp or mouldy items if there is not enough drying time. If required we will extend your turnaround time and inform you accordingly.

Associated Risks

You may request and authorise us to deliver your items before completion of the drying process. Snowy Services will not be held liable for any damp or mouldy items as a result. In particular this applies for orders with service level EXPRESS.

Storage

Once finished we will store your items in our facilities for 14 days. It is your responsibility to arrange a timely delivery. Any delivery after this period will result in additional storage fees according to our price list.

Disposal

If you fail to accept or arrange delivery of your items for more than 60 days we reserve the right to dispose or donate your items to an accredited charity of Snowy Services choice.

Delivery Policy

The delivery and pickup is free of cost(with minimum order quantity) and the turnaround time between pickup and delivery depends on time of placement of order and distance of the pickup location from our operating place. Most of the time the pick-up will happen on the same day of booking your order.

Package Refund

All the package bought by customer are non-refundable.

Damaged Order

The customer can always register a complaint within 3 days of the delivery if not satisfied with the service and shortly customer care will get in touch with the client within 24 hours of complaint being registered. Compensation for any loss or damaged at our processing facility will not be more than 5x of our service charge for particular item or maximum of Rs 2000 whichever is lower (normal wear and tear is a fact of life, which is not covered).

Damaged order due to Fire/Accident/Disaster

If the cloth of customer gets damaged due to any accident/disaster which is beyond our control, then company will not be liable for any kind of reimbursement.

Turnaround Time:

Your clothes will be delivered back to you within 48 hrs. from the time of pickup. However due to high frequency of orders on weekends, it may take more than 48 hrs. to deliver your order for which you will be informed beforehand.

Cancellation By You Before Pickup

You may cancel your order before the selected pickup time slot. If you cancel your pickup while your laundry angel is already en route to your location we may charge a reasonable cancellation fee according to our price list.

Cancellation By You After Pickup

You agree that your right of cancellation will be void once your items have been picked up. The MOV (Minimum Order Value) according to our price list will apply. Any discount or waiver of the MOV is subject to our sole discretion.

Delay Notifications

Any possible delay will be communicated to you by phone, email or other reasonable communication means available to us.

Representatives

If you are not available during the confirmed time slot, you may appoint a representative for the handover of your items. This could be a relative, friend, hotel concierge, doorman or security guard.

Waiting Period

Upon arrival you have 10 minutes to proceed and meet your laundry angel for the handover of your items. In order to avoid delays for subsequent customers, we cannot guarantee to wait longer than this grace period.

Delivery Check

You or your representative need to carefully inspect your items during the delivery. In particular you will check your order items regarding item count and item condition.

Acceptance

Once a delivery has been accepted by you or your representative, Snowy Services will not be held liable for any loss or damage as a result. It is your sole responsibility to ensure the safety of your items hereafter.

Lost Items

Snowy Services knows how important it is to serve the customer with best practices and with the help of trained professionals and expertise knowledge in washing, our team takes the ultimate care of the clothes and help you to shine like a star. Even then if there is a complaint of missing item, below mentioned procedure will be followed:

- Complain must be registered within 72 hrs., From the time of delivery of package.
- The case will be investigated and a response/resolve will be shared within 15 working days of registering the complaint.
- If such an incidence is verified, you will be eligible for maximum of 5 times the service cost of that cloth.
- Reimbursement will be in terms of package only.
- Reimbursement process once initiated will be closed in 15 working days.

Belongings along with the Clothes

Snowy Services won't be responsible for any belongings that are found in your laundry basket. Please make sure you check the clothes before handling them for laundry and Dry-clean

If you have any issue with the quality of service or you have a dispute with any service professional, you must address such dispute with the service professional directly. YOU HEREBY AGREE TO RELEASE Snowy Services (AND OUR OFFICERS, DIRECTORS, AFFILIATES, EMPLOYEES AND AGENTS) FROM ANY DAMAGES OR CLAIMS (INCLUDING CONSEQUENTIAL AND INCIDENTAL DAMAGES) OF EVERY KIND OR NATURE, SUSPECTED AND UNSUSPECTED, KNOWN AND UNKNOWN, AND DISCLOSED OR UNDISCLOSED, ARISING OUT OF OR IN ANY WAY CONNECTED WITH SUCH DISPUTES AND YOUR DEALINGS WITH SERVICE PROFESSIONALS.