

Terms & Conditions

Bubblewash by Tej Ventures (hereinafter "Company") services are provided subject to your ("Customer") compliance and acceptance with the terms and conditions set forth below.

Please read the following agreement carefully. "Customer" use of any of Company's services indicates an agreement to be bound by the terms and conditions set forth below.

Items which are given to "Company" for cleaning will be termed as article(s) in this agreement.

This agreement is strictly between Company and the Customer and does not in any way constitute or imply any relationship with any other parties. As a condition to using any of Company's services, and for the mutual benefit of both Company and the Customer, the "Customer" agrees to the following terms and conditions:

1. Bubblewash experts handle each garment with the care and attention it deserves
2. Bubblewash will use reasonable efforts to try and ensure that the articles entrusted to us are cleaned using methods that are best suited to its nature and condition.
3. All garments/linen/fabrics are handled with greatest care but owing to the conditions of the articles or non apparent/non-visible defects in its material there is a possibility of discolouring or shrinkage . Such garments are accepted for cleaning at OWNER'S RISK and company will not accept any responsibility for it.
4. Company due to time constraints does not read manufacturer suggested care and washing / drying labels, and will not be responsible for garments labeled "hand wash only" or "dry clean only"
5. Company accepts no liability for "special care" and delicate items that require special attention to be cleaned.
6. Company is not responsible for any article which is left beyond 21 days. After this storage fees will be charged @12% per month on the total invoice amount. Article not claimed within three months shall be handled appropriately by Company and be sold to recover the billed charges.
7. Company reserves the right to refuse cleaning any garment.
8. Removal of stain is a part of the process but, complete removal of stains cannot be guaranteed and will be processed at customer's risk.
9. Company is not responsible for loss of or damage to any personal or non-cleanable items left in the article such as money, jewellery, or anything else.
10. Customers are requested to examine their garments before taking delivery and we are not responsible for any damage reported after delivery.
11. Bubblewash will strive to deliver the customer articles on time. If, due to any unforeseen circumstance, we are unable to do so, the customer is not entitled to any compensation or reduction in the charges.
10. Service and tariff is subject to change without notice.
11. In case of any loss or damage to an article reported within 24 hrs of delivery Company can reimburse up to a maximum of 10 times of its processing (laundry / dryclean) cost (at the sole discretion of the company). Credit note equal to the compensated amount will be provided which customer may avail during future laundry/drycleaning services and no cash payment would be done.
12. Customer might get regular updates (Calls / SMS / Email / App Notification) from Company of transactional and marketing in nature, if customer wants to stop it then Customer has to register a request with Customer Care Department of Company.
13. Company shall not be held responsible for any ornaments/ jewellery fittings on the garment.
14. Bubblewash cannot be held responsible for breakage of buttons, hooks, beads, trimmings.
15. Bubblewash cannot be held responsible for delay, loss or damage arising from unforeseen circumstances or from causes beyond control.
16. Tariff for designer wear will be decided on a case to case to case basis depending on the complexity of garment, the same shall be communicated to customer after it is examined by the expert at the processing center.

Payment Terms:

1. Company does not provide printed bills, and invoices will be sent by e-mail only on registered email id.
2. Customer has to pay the entire amount after successful delivery of order.

Cancellation / Refund Policy:

1. Any extra amount paid by customer for retail order can be refunded by the company if customer ask.
2. If customer wants to cancel the order because of any reason, then the request for cancellation has to be placed within 2 hr of pickup of articles.
3. Once order is punched and processed, order can't be cancelled.

Privacy Policy:

1. Company never sell your personal information like phone number, address or email id with any third party.
2. Company may hire other companies to provide limited administrative and communication services on companies behalf, such as hosting sites, the processing and delivery of mailings, providing customer support, or providing credit card processing services. Company has the right to disclose your Personal Information to these third party companies for the purpose of administering and maintaining the Site and App's features, functions and operations. Those companies will be permitted to obtain only such Personal Information as necessary for them to deliver the respective services, and we do not authorize these companies to use your Personal Information except for the sole purpose of providing those services requested by us.

Links To Other Sites:

Company doesn't hold any liability on account of damages occurred of any kind from the content published on our website.

Changes To the Agreement:

The above mentioned information is liable to change at any time without any prior notice. Company shall not be liable for any loss incurred.

All disputes are subject to jurisdiction of courts located in Kolkata. West Bengal

For any complaint / query please contact us admin@bubblewash.org