



## GENERAL TERMS AND CONDITIONS

The following general terms and conditions of the laundry and dry-cleaning industry were drawn up by Tekstiilihuoltoliitto ry (The Federation of Finnish Textile Services) and inspected by the Consumer Ombudsman.

1. When submitting the items for cleaning, the customer will be given a receipt, on which appear the method of cleaning, delivery time and, concerning dry cleaning, also the category and number of garments.
2. In the event that the item to be cleaned is exceptionally valuable, this will be noted on the receipt and confirmed with the customer's signature.
3. The items to be cleaned will always be counted on the premises of the laundry and dry cleaners (hereinafter "company"). The customer is recommended to enclose an inventory sheet listing the items. In the event of discrepancy between the customer's own inventory sheet and the recount by the company, or if the inventory sheet is missing altogether, the count of the company is binding.
4. The company will follow the attached care label instructions on the garment. If the care label is missing or apparently incorrect, the company will choose the method of cleaning in accordance with professional expertise.
5. If the customer desires the item to be cleaned, even though the company has expressed doubts about obtaining satisfactory results or advised the customer of the risks associated with the process, a written note will be made on the receipt, indicating the potential circumstances for which the company will not be held liable.
6. The processed items will be returned at the agreed-upon date. In the event of delay, the company will compensate the customer for the expenses of measures made necessary by the delay or necessary measures rendered useless by it. If the company utilizes outside service providers, it will also be responsible for any delay they may cause. The company will not be held liable for delays due to an insurmountable obstacle or other circumstance outside the company's or subcontractor's control, which it cannot have anticipated when receiving the items for cleaning.
7. The company will be liable for damage caused by an incorrect or wrong method of cleaning and will compensate the customer for any missing or damaged item in accordance with its remaining practical value, in other words the actual value, and possibly refund the payment for cleaning. The grounds for determining the actual value are on the company premises to be seen on request.
8. The company reserves the right to claim the item in case of a full compensation.
9. In the event that the processed items have not been collected within three (3) months of the date of delivery noted on the receipt, the company will be entitled to collect storage charge, which will be 20 % of the payment for cleaning. In the event that the processed items have not been collected within one (1) year of the date of delivery noted on the receipt, the company will be entitled to dispose of them as it sees fit, provided that they do not have significant selling value. Otherwise, the company will be obliged to notify the customer three (3) months before taking any measures.
10. Complaints for missing or misplaced items must be made immediately upon receiving the items and complaints for the quality of work before taking the items into use. The complaints must be made within a reasonable time frame, normally within fourteen (14) days from noticing the defect or from when it should have been noticed, but no later than three (3) months after collecting the item.