

Cleaning and Finishing Service

Thank you for your enquiry, I have attached a copy of our terms and conditions for your records. When you send your canvas in to us, please enclose the signed terms of business acceptance sheet.

When you send your tent in **remove all removable items** on the tent, this might include zips, **metal flues** and **guy ropes**, this is because we use industrial machines and when they drain, any loose items can be lost, also ropes can fray and become a tangled mess and will need to be cut free. If you send in your canvas with guy ropes or metal flue attached, these will be cut/removed from the canvas and a surcharge applied.

If your bell tent is **very dirty** or is **a seasonal/commercial** tent it may have suffered more wear and tear than a less used tent i.e. mould, mildew, UV damage and tree sap may be more present and undetectable to the naked eye, this possibly could mean that some weaker stitching/canvas (including the main canvas part of the tent) may come away/tear/damage in the process. Plastic windows can also become milky overtime and this can become highlighted after the washing process. Shrinkage is also a possibility. Please check if you have any coloured canvas or coloured plastic/skirting that the colour is run fast or it could fade or run. **Please note that we will not be held liable** for any loose stitching, damage and any missing items once washed, **please read our attached Terms and Conditions.**

If you do know of any defects prior to processing, please inform us on the terms of business acceptance signature sheet on the standard Tent picture. You can also highlight any repairs that you wish to be undertaken and this will be passed on to the repair loft if you have instructed us to do so.

Our turnaround time is usually 20 working days upon receipt. In the winter (September - March) turnaround time may increase, and we will advise accordingly. We will always endeavour to have the tent back before you need it, if we are told when and at the time of booking in.

Please note any special information i.e. Priority Service, Stain Treatment required, date required back on the terms of business acceptance signature sheet.

We will invoice you upon completion of the work, and ask that you settle this invoice within 5 days and arrange collection of your items within 20 days. We do not have the facility to store your goods.

If there is any further information you require, please contact us.

Wash and Waterproof UK
Weightwash Building
First Avenue
Southampton
SO15 0LJ

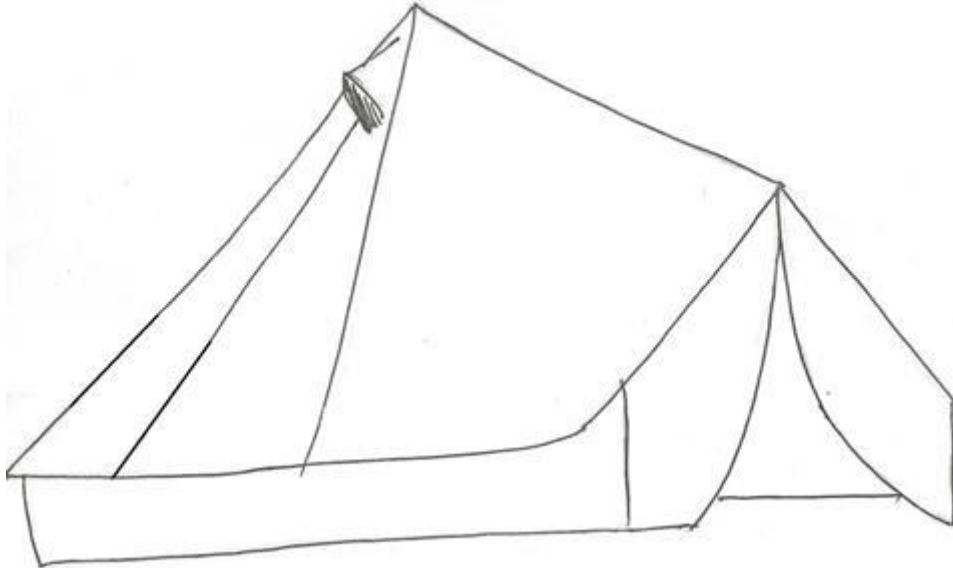
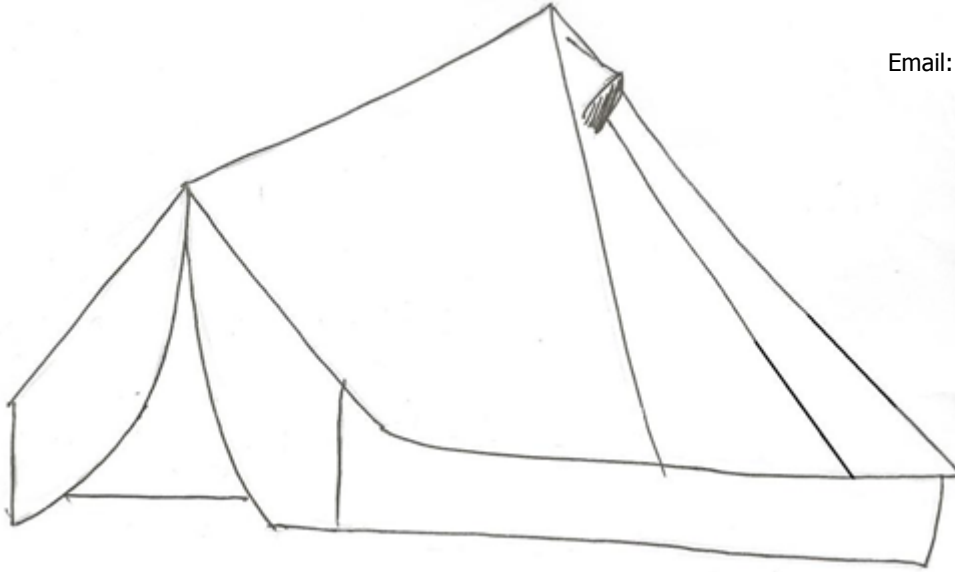
023 8020 1035

info@washandwaterproof.com
www.washandwaterproof.com
VAT Registration No: 169138385

Please sign and enclose this form with your tent
**** YOU MUST REMOVE GUY ROPES & METAL FLUES ****



Tel: 023 8020 1035
Email: info@washandwaterproof.com



Name -

Address -

Email -

Any additional Information

Please note by sending us your canvas you are agreeing to our Terms and Conditions

Signed:..... Date.....

Wash and Waterproof General Terms and Conditions

Validity:

These General Terms and Conditions apply to all cleaning and finishing services that Wash and Waterproof provides to its clients, insofar as there is nothing else compulsorily required by law or agreed upon in writing by the parties in individual cases.

Offers: All Wash and Waterproof offers are non-binding, as long as not expressly indicated otherwise. In this case, the offer is binding for 30 days from the date the offer is made. Additional special orders, such as pick-up and delivery of the contract goods, refusing the contract goods, sewing, altering, mending, and storing contract goods are negotiated and billed separately.

Order confirmation:

The agreement comes into effect with the client's written order confirmation, after the client has been sent a written proposal by Wash and Waterproof.

Changes to the agreement:

Subsequent changes to the agreement are only valid in writing. If, during the fulfilment of the order, it becomes clear that the offered services do not correspond to actual conditions (e.g. State of materials, volume, materials), Wash and Waterproof will immediately inform the client of this fact and is authorized to bill any additional charges arising from such an occurrence.

Execution of cleaning and finishing:

Wash and Waterproof pledges to carry out the order professionally and carefully, taking care of the materials and in an eco-friendly way, and using eco-friendly, tested products and the additives of leading manufacturers.

Adherence to the contract:

The client shall deliver the contract goods to be processed by the agreed-upon date to the contract fulfilment location, allowing Wash and Waterproof to begin the order as agreed and without delay. In case of force majeure, the order will be delayed as long as the force majeure situation makes it impossible to adhere to the Wash and Waterproof agreement. If the force majeure situation lasts longer than 30 days, each party reserves the right to cancel the contract at no charge, without having to pay damages to the other party. In these General Terms and Conditions, force majeure is understood to be, in addition to those conditions defined by law and jurisdiction, all outside or unforeseen events that are not under the control of Wash and Waterproof and which prevent Wash and Waterproof from performing its contractual duties. If, during professional testing of object of the contract, or during the course of the cleaning and finishing, it becomes clear that the order cannot be carried out properly or only with an increased risk, Wash and Waterproof reserves the right to discontinue carrying out the order, unless the client instructs Wash and Waterproof in writing to continue with the process at the client's own risk.

Fulfilment location:

The fulfilment location for delivery, payment and warranty shall be set down in the proposal.

Pricing:

If nothing else is agreed upon in writing, the valid prices of the current price list apply.

The offered prices indicated in the proposal include the VAT rates applicable at the time the proposal is drafted, if any VAT is due. If the VAT rate increases during the run of the contract, any resulting differences will automatically be added to the invoice. If Wash and Waterproof is delayed in fulfilling the contract or has difficulty fulfilling the contract due to circumstances for which the client is responsible, Wash and Waterproof is authorized to bill the client for any additional cost incurred by Wash and Waterproof. Additional claims reserved.

Payment:

In the absence of other written agreements, a deposit of 50% of the order price is due at time the order is placed. The remaining amount is due without deductions by the pick-up deadline of the processed contract goods. In case of a payment delay, default charges of 7.5% per year shall be due from the client. Wash and Waterproof reserves the right to withhold the contract goods until payment has been made in full.

Contract goods, defects, liability and compensation for damages:

Wash and Waterproof is not responsible for defects present in delivered contract goods. Wash and Waterproof is especially also not liable for damages (seams, windows, material wear and tear, weak points as well as insufficient cloth strength, prints, labels or material designs, previous unprofessional processing and hidden defects) that could not be recognized by a simple viewing of the goods. Wash and Waterproof is not responsible for differences in colour resulting in any way from cleaning and finishing the contract goods. Furthermore, stickers, printed designs or sewed on metal fittings such as shackles or similar may come loose during Wash and Waterproof's cleaning and finishing process, for which Wash and Waterproof is not liable. The same applies to vinyl windows, which may lose their transparency through UV rays and moisture due to their lack of UV resistance.

If the material is especially grimy or weathered, it may become damaged (loose seams and prints, as well as coating, shrinkage and discoloration). Should Wash and Waterproof cause damage to the contract goods during processing despite taking extreme care, the client must submit its list of obvious defects to Wash and Waterproof within a maximum of 21 days after the contract goods are returned or for hidden damages as soon as they are discovered. The client loses its claims stemming from the defect warranty of the cleaning and finishing contract after this notice period expires. Initially, the client has a claim to the correction by Wash and Waterproof of any damages caused by Wash and Waterproof. If the improvements do not correct the defect; the clients may demand a price reduction. Wash and Waterproof is liable for deliberate breaches of its duties, or for breaches caused by gross negligence. For breaches caused by negligence, the liability is limited to a maximum of three times the value of the contract for the corresponding order, insofar as no other legal regulation has priority. Wash and Waterproof is liable for the loss of contract goods in the unlimited amount of the present value of the contract goods. In case of dispute over damage claims, an independent expert or lab will be assigned to investigate. Shipping and investigative costs shall be billed to the client. If the investigation shows that Wash and Waterproof processed the article incorrectly; the client will be reimbursed for the above mentioned costs.

Pick-Up:

Pick-up deadlines are only liable with the expressed written confirmation by Wash and Waterproof.

The client must pick up the contract goods within 1 month after invoiced by Wash and Waterproof. If the client does not pick up its contract goods within this period of notice, Wash and Waterproof is authorized to charge rent from the 1st month after the delivery deadline for the storage of the contract goods until they are picked up. The rental amount is determined by the General Rental Terms and Conditions of Wash and Waterproof. Any default charges for the cleaning and finishing price remain unaffected by this. If the contract goods are not picked up within one year of the delivery date, and if Wash and Waterproof does not know the client or the client's address, it is authorized to utilization according to the law, if the client gets in touch with Wash and Waterproof prior to utilization. Contract objects whose proceeds exceed neither Wash and Waterproof's processing costs nor those of the utilization procedure may be utilized economically judicious manner and freely. The client has the right to any utilization proceeds, minus any processing, storage or utilization costs.

General:

If any individual conditions of these General Terms and Conditions become ineffective, this shall not affect the legality of the remaining conditions. This contract is exclusively subject to the laws of the fulfilment location. The official courts of the fulfilment location are exclusively responsible for any disputes resulting from this contract.