

## Terms and Conditions

1. Unless otherwise agreed in writing by us to the contrary.
  - (a) These conditions of contract (which supersede any earlier conditions) shall apply to all quotations issued by the company and to any contract arising there from and no waiver thereof of variation or addition thereto shall be binding upon the company.
  - (b) These conditions shall override any terms or conditions stipulated or referred to by the customer whether in the order or in any negotiation.
2. Unless withdrawn in the interim, any quotations are open for acceptance for a period of thirty days from date of issue.
3. For the avoidance of doubt these conditions of contract shall apply where so ever the work is carried out.
4. Unless notified in writing prior to formation of contract, no article shall be deemed of greater value than its original purchase price or value assigned to the article by an independent valuation agent. The cost of articles of an especially high value must be notified in writing, prior to formation of contract.
5. Payment of work and services shall be made by cash, approved cheque or payment card on completion of work. Credit may be allowed only by prior agreement and shall be for a maximum of 28 days from the date of invoice.
6. Whilst the company will take reasonable care of the customers goods:-
  - (a) It does not guarantee that the stains, marks or soiled areas will be completely removed.
  - (b) Fibrecare does not accept responsibility for shrinkage or colour migration arising out of, or as a result of the cleaning process, or the use of any cleaning agent, unless these arise from lack of reasonable care and/or skill, nor does the company accept any responsibility for loss or damage due to defects of whatsoever nature in the article.
  - c. Fibrecare does not accept responsibility for Curtain linings that are subject to sun damage that can result in linings shredding, and colour loss that becomes more apparent after cleaning
7. Where the cleaning process is carried out at the customers own premises, the customer shall be responsible for moving all furniture, goods, or chattels for the purpose of cleaning. the company will not accept liability for any damage caused to furniture, goods, or chattels not removed by the customer, unless damage has occurred as a result of negligence or lack of care on the part on the company's servants or agents.
8. (Save as hereinafter set out) the company will not be liable to make good or pay any damages whether direct or indirect and howsoever arising. The only circumstances in which the company shall be liable to pay damages will be if:-
  - (a) substantial damage is shown to have occurred as a result of the company's negligence or lack of care. and
  - (b) The customer has notified the company in writing of any alleged damage within 10 days of completion of the work.
9. If any item requires additional or special treatment due to its composition, colouring or soiling, a higher price than shown may be charged. If any item of sentimental, exceptional or above average value Fibrecare must be informed by writing in advance of carrying out any work. The price will be advised for each item.