

Laundry Door2Door Terms and Conditions

1. Commercial Equipment Usage:

Laundry Door2Door uses commercial washers and tumble dryers for its laundry services. The use of industrial-grade equipment ensures efficiency and quality in laundering processes.

2. Care and Handling:

While we strive to provide the highest standard of care, Laundry Door2Door accepts no liability for damage, shrinkage, bleeding of colour, stainage, or loss of items during the laundering process. Everything in the bag will be washed and dried together, be cautious of colour bleeds and do not leave objects in pockets.

3. Loss of Items:

Every effort is made to ensure the safekeeping of items, Laundry Door2Door does not assume liability for the loss of garments or accessories during the laundering process.

4. Service Limitations:

Laundry Door2Door reserves the right to refuse service for items that pose a risk to our equipment, the safety of our staff, or are outside the scope of our capabilities.

5. Ordering Services:

By placing an order with Laundry Door2Door through our website, phone, text, or email, you acknowledge and accept these terms. The latest version of the terms on the website will apply to your order.

6. Cancellation:

You can cancel your order up to 12 hours before the scheduled collection. A refund will be provided less an administration fee of \$15.00.

7. Order Cancellation by Laundry Door2Door:

Laundry Door2Door reserves the right to cancel your order in the event of circumstances beyond its control, failure to make items available for collection or if items do not correspond with the order. A refund will be provided.

8. Pick Up and Delivery:

Laundry Door2Door endeavours to pick up and provide return delivery within 24-36 hours, it does not give specific pick up or delivery times. Laundry pickup depends on the day's workload. Please make sure your laundry is ready for pickup by 8am on the scheduled day. The selected time in the booking is just to add your order to the pickup list. Redelivery & Missed pickup may result in a redelivery/re-pickup fee of \$20.00 (Non-

rural) and \$30.00 (Rural). Items not accepted for 60 days will be deemed abandoned and may be disposed of.

9. Suburbs/Pick Up Areas:

Addington, Aidanfield, Aranui, Avondale, Avonhead, Avonside, Barrington, Beckenham, Belfast, Bexley, Bishopdale, Bottle Lake, Bromley, Broomfield, Bryndwr, Burnside, Burwood, Casebrook, Cashmere, Cracroft, Dallington, Edgeware, Fendalton, Ferrymead, Halswell, Harewood, Heathcote, Hei Hei, Hillmorton, Hillsborough, Hoon Hay, Hornby, Huntsbury, Ilam, Islington, Linwood, Mairehau, Marshland, Merivale, Middleton, Moncks Bay, Mt Pleasant, Murray Ansley Hill, New Brighton, North New Brighton, Northcote, Northwood, Oaklands, Opawa, Papanui, Parklands, Phillipstown, Prestons, Redcliffs, Redwood, Riccarton, Richmond, Russley, St Albans, St Martins, Shirley, Sockburn, Somerfield, South New Brighton, Spreydon, Strowan, Sydenham, Upper Riccarton, Waimairi Beach, Wainoni, Waltham, Westmorland, Wigram, Woolston

10. Payment Methods:

Laundry Door2Door accept payment by Credit or Debit Card.

11. Dispute Resolution:

In the event of a dispute, both parties will attempt to resolve it through good-faith negotiation after providing written notice specifying the nature of the dispute and desired outcomes.

12. Force Majeure:

Laundry Door2Door will not be liable for any failure or delay in performance caused by events beyond its control.

13. Governing Law and Jurisdiction:

These terms are governed by New Zealand law and are subject to the exclusive jurisdiction of the New Zealand Courts.

Privacy Policy

Laundry Door2Door complies with the New Zealand Privacy Act 1993 (the Act) when dealing with personal information.

Personal information is information about an identifiable individual (a natural person).

This Privacy Policy outlines the procedures for collecting, utilising, and sharing your personal data when you visit or make purchases on the website www.laundrydoor2door.co.nz (referred to as the "Site").

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see www.privacy.org.nz.

Changes to this policy

This privacy policy may be periodically updated to reflect changes in our practices or due to operational, legal, or regulatory reasons. The change will apply from the date that we upload the revised policy.

Collection of personal information

During your interaction with the Site, certain details about your device are automatically collected, including your web browser, IP address, time zone, and specific cookies stored on your device. Furthermore, as you explore the Site, we gather data concerning the individual web pages or products you view, the websites or search terms that directed you to our Site, and your interactions with the Site. This compilation of information, known as "Device Information," is amassed through various technologies such as:

- 1 - "Cookies" - Files placed on your computer or device, often containing a unique, anonymous identifier. For more information and instructions on disabling cookies, please visit <http://www.allaboutcookies.org>.
- 2- "Log files" - Records actions taking place on the Site, capturing data such as your IP address, browser type, Internet service provider, and timestamps of page visits.
- 3- "Web beacons," "tags," and "pixels" - Electronic files used to record your browsing activities on the Site.

In addition, when you make a purchase or attempt to do so via the Site, we collect specific details from you, including your name, billing address, shipping address, payment details (including credit card numbers), email address, and phone number. This compilation of information is termed "Order Information."

Throughout this Privacy Policy, the term "Personal Information" refers to both Device Information and Order Information.

Use of personal information

The Order Information we collect is primarily employed to fulfill orders placed through the Site. This involves processing payment data, arranging shipping, and providing invoices or order confirmations. Additionally, we employ Order Information to:

- 1- Communicate with you.
- 2- Screen orders for potential risks or fraud.

3- Provide information or advertisements regarding our products or services, aligned with your preferences.

Device Information is used to identify potential risks and fraud (particularly via IP addresses), as well as to enhance and optimize the Site. This includes generating analytics about how customers interact with the Site and assessing the efficacy of marketing campaigns.

Sharing your personal information

To aid us in utilising your Personal Information as described above, we may share it with third-party entities. For instance, we utilise Wix to operate our online store; details about how Wix handles Personal Information can be found here: <https://www.wix.com/about/privacy>

Furthermore, Google Analytics helps us comprehend how users navigate the Site; you can learn more about Google's handling of Personal Information here:

<https://www.google.com/intl/en/policies/privacy/>

and opt out of Google Analytics at - <https://tools.google.com/dlpage/gaoptout>.

Finally, your Personal Information may be shared to adhere to pertinent laws and regulations, respond to lawful requests (such as search warrants), or protect our rights.

Behavioural advertising

As mentioned earlier, we use your Personal Information to provide you with targeted advertisements or marketing communications that we believe may interest you. For a comprehensive understanding of how targeted advertising operates, visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can choose to opt out of targeted advertising by visiting the following links:

Facebook: <https://www.facebook.com/settings/?tab=ads>

Google: <https://www.google.com/settings/ads/anonymous>

Data retention

This privacy policy may be periodically updated with no notice to reflect changes in our practices or due to operational, legal, or regulatory reasons.