

strijkdienst DUWIJCK

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Client regulations

- The ironing is delivered washed and ready to iron. The ironing department sorts it.
- Strijkdienst Duwijck reserves the right to refuse certain items.
- The list of items requiring ironing is checked by the ironing department, who contacts the client, if necessary. If there are differing amounts, the counts of the ironing department are used.
- The ironing always takes place according to the recommendations on the clothing label regarding maintenance or according to the instructions provided beforehand, in writing, by the client.
Failing which, the items are only ironed with reservation and at the risk of the client.
- Damage to or loss of ironing caused by the ironing department is compensated by it, according to fair value, in other words, taking into account, amongst others, depreciation due to use.
Every complaint must be reported immediately to the ironing department via registered mail or via submission of a written complaint, signed for receipt, or via mail.
The client must submit the incorrectly handled, damaged item, at first request of the ironing department. Any right to compensation lapses if the item for ironing is used after receipt and prior to the complaint.
- The ironing department is not responsible for damage caused by foreign objects left behind in the items to be ironed (for example cuff links, decorative pins, ball-point pens, money ...). Loss or damage to such foreign objects can also not be recovered from it.
- The collection takes place on the agreed date, against the issue of the owed service cheques.
In the event of non-payment, the ironing department reserves the right to keep the items with it until settlement of the owed amount. After 2 months the relevant items will be deemed to have been transferred in ownership to the ironing department, from which no performance or compensation can be claimed.
- Goods that are not collected are kept in storage for 2 months.
After this term the goods are deemed to have been transferred in ownership to the ironing department, from which no performance or compensation can be claimed.

