

Suds on the Hudson is on Demand Mobile laundry company specializing in Wash and fold services. Providing free pick and delivery and clothing care customization preferences.

Please read the following agreement carefully. "Customer" use of any of Company's services indicates an agreement to be bound by the terms and conditions set forth below.

Items which are given to "Company" for cleaning will be termed as article(s) in this agreement.

This agreement is strictly between Suds on the hudson and the Customer and does not in any way constitute or imply any relationship with any other parties. As a condition to using any of Company's services, and for the mutual benefit of both Company and the Customer, the undersigned ("Customer") agrees to the following terms and conditions:

1. All garments/linen/fabrics are handled with greatest care but owing to the conditions of the articles or non-apparent/non-visible defects in its material there is a POSSIBILITY OF DISCOLOURING OR SHRINKAGE. Such garments are accepted for cleaning at OWNER'S RISK and company will not accept any responsibility for it.
2. Suds on the Hudson will use reasonable efforts to try to ensure that washing, drying and folding services are maintained at a high level of quality.
3. Suds on the Hudson due to time constraints does not read manufacturer suggested care and washing / drying labels, and will not responsible for garments labeled "hand wash only" or "dry clean only"
4. Company accepts no liability for "special care" and delicate items that require special attention to be cleaned.
5. Company is not responsible for any article which is left beyond 30 days. After this storage fees will be charged @12% per month on the total invoice amount. Article not claimed within three months shall be handled appropriately by Company and be sold to recover the billed charges.
6. Company reserves the right to refuse cleaning any garment.
7. Removal of stain is a part of the process but, complete removal of stains cannot be guaranteed and will be processed at customer's risk.
8. Company is not responsible for loss of or damage to any personal or non-cleanable items left in the article such as money, jewelry, or anything else.
9. If customer cannot accept the loss of any garment, please do not leave it with us.
10. In case of any loss or damage Company can reimburse up to a maximum of 5 times of its processing (laundry / dry-clean) cost (decision remains with Company if any reimbursement has to be done) only if Customer is able to produce the bills. Compensation shall be provided in form of services and no cash will be given to customer.
11. Customers are requested to count the articles at the time of delivery and inform the delivery man in case of missing articles. Company will not be responsible for any such claims after the articles delivery has been accepted and signed by the customer.

Payment Terms:

1. Company does not provide printed bills, and invoices will be sent by e-mail only on registered email id.
2. Customer will be charged twice the amount of regular order for any express delivery.
3. Customer has to pay the entire amount after successful delivery of order.
4. For retail orders, customer has to pay by cash only, we accept debit or credit cards as well, but for that customer has to inform us beforehand.
5. Customer can buy a prepaid plan for which amount can be paid by cash or cheque. In case customer choose to pay by cheque, plan will only be effective after realization of cheque.