
CUSTOMER CLAIMS POLICY

Our priority is to provide you with top-notch dry-cleaning services. We understand that sometimes issues may arise. This Customer Claims Policy is designed to guide you through the process of addressing any concerns you may have about your garments. We are committed to resolving your claims in a fair and efficient manner, ensuring your satisfaction remains our utmost goal. Please take a moment to review this policy for a clear understanding of how we handle customer claims.

1. Claims Submission

Customers may submit claims for damaged or unsatisfactory garments at any of our store locations in person. Claims must be submitted verbally to a member of our staff. We must get the damaged item back in order to inspect it.

2. Submission Deadline

Claims must be submitted within 30 days after the delivery of the garments to the customer.

3. Presentation of Physical Evidence

To initiate the claims process, the customer must deliver the claimed garment to one of our store locations, and the garment must show physical evidence of the claim. This may include but is not limited to, visible damage or issues related to the cleaning process.

4. Response Time

Our company is committed to providing a timely response to customer claims. We aim to respond to claims within 2 weeks of their submission.

5. Response to Claims

Claims will be addressed in accordance with our damage policy. Responses may result in the following outcomes:

- a) **Total Denial:** In cases where the claim is not supported by our damage policy, the claim will be denied, and the customer will be informed of the reasons for denial.
- b) **Total Acceptance:** If the damage to the garment is consistent with our damage policy, the claim may be fully accepted. In such cases, we will take appropriate action to rectify the situation, which may include reimbursement, store credit or replacement of the garment.
- c) **Partial Acceptance:** Sometimes, a claim may be partially accepted if there is evidence of partial damage or if the damage is not entirely attributable to our cleaning process. In such cases, we will work with the customer to reach a fair resolution.

6. Damage Policy

Our damage policy outlines the specific criteria and guidelines that determine whether a claim is eligible for acceptance. This policy is based on a thorough examination of the garment's condition and any evidence of damage presented by the customer.

7. Reimbursement or Compensation

If a claim is accepted, the customer will be compensated in accordance with our damage policy, which may include reimbursement for the cost of the garment, store credit or replacement with a similar item.

This policy is designed to ensure transparency and fairness in handling customer claims. We are committed to providing excellent customer service and addressing any concerns promptly and professionally.

Sincerely,

OPERATIONS DEPARTMENT
CUSTOMER SERVICE DEPARTMENT

