



# SELF-SERVICE LAUNDRY WROCŁAW

## REGULATIONS

### GENERAL TERMS AND CONDITIONS FOR PROVIDING SERVICES, INFORMATION FOR THE CLIENTS

Before using the laundry service, please read the following general terms and conditions of service that are part of your laundry contract.

1. **There is a strict ban on the introduction of animals, the smoking of tobacco products (including electronic products) and the consumption of alcoholic products, ride a scooter, running, skate, enter a bicycle.**
2. The clients of SPEED QUEEN Self-Service Laundry the service on their own responsibility. On their own they decide about detergent usage, temperature and program selection in washing machines, dryers, and cash point.
3. The SPEED QUEEN laundry service is not liable for damages resulting from faulty maintenance information provided by the manufacturer on the product. It also does not respond to the peeling of the material from the stiffening layer, e.g.interlining, shoulder pads, damage to the sliders and buttons, and for damage caused by hidden defects and inadequate quality of materials from which laundry items are made. Laundry is not liable for damage to clothing that could not have been anticipated prior to washing or drying, resulting from insufficient coloring, printed inscriptions, material coiling, impregnation and other hidden defects.
4. The SPEED QUEEN Laundry service does not guarantee complete removal of stains from items and garments, nor is it responsible for discoloration of fabrics revealed during the wash and caused during use by the customer. Customer may use additional means such as stain removers and bleaches.
5. **In the SPEED QUEEN laundry, it is strictly forbidden to wash and dry animal clothes, animal beds and fabrics with animal hair, mops, footwear, work clothing soiled in lubricants, objects with metal, sharp elements that can damage the device, e.g. backpacks with frames, spikes, screws, etc. In dryers, customer cannot dry wet, not spun laundry. The fine for breaking the above mentioned ban is PLN 300 for each use of every machine.**
6. For justified reasons, the staff at the SPEED QUEEN Laundry Service has the right to refuse service, interrupt the service and remove the customer's stuff at any time.
7. The SPEED QUEEN Laundry Service is not responsible for loss or destruction of washed and dried items caused by the fault of customer, who did not ensure the time of washing or drying, improperly selected the temperature and wrongly chose the program.
8. When choosing a program and starting the START button, it is not possible to change the washing program.
9. It is permissible that when the client after the service has not removed the item from the device, the new client can remove the items of the previous client to load and start the device.
10. The baskets in the laundry service can only be used inside the laundry service. They are owned by the laundry service and cannot be carried outside.
11. The service fee is charged in advance through the electronic payment system. The fee is determined by the price list of the SPEED QUEEN Laundry service.
12. Payments for the service can be made in Polish zloty using a card or cash.
13. The laundry service is not responsible for items left in the premises.
14. After 30 days, the items left are decommissioned or donated to charity.
15. **The client, while at the SPEED QUEEN laundry service, automatically agrees to video surveillance used in the premises.**
16. **The customer performing the laundry service in the SPEED QUEEN laundry confirms that he has read the regulations and accepts its terms.**

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