

LAUNDRY AND DRYCLEANING LIST

Name : _____ Signature : _____

Mobile Number: _____ Date : _____

Drop-off & pick-up at Concierge desk is from 11am to 4pm daily.

SHIRTS: Folded Hanger Starched Non-starched

Guest count	Hotel Count	Item	Dry Cleaning	Laundry	Amount
		Suits (2 pcs)	<input type="checkbox"/> \$16	<input type="checkbox"/> \$11	
		Dress / Day	<input type="checkbox"/> \$12	<input type="checkbox"/> \$9	
		Dress / Evening	<input type="checkbox"/> \$30	-	
		Trousers / Slacks / Skirt	<input type="checkbox"/> \$6.50	<input type="checkbox"/> \$5.50	
		Scarf / Tie	<input type="checkbox"/> \$6.00	<input type="checkbox"/> \$5.00	
		Coat / Jacket	<input type="checkbox"/> \$9.50	<input type="checkbox"/> \$6.50	
		Blouse / Shirt / Sport Shirt / Vest	<input type="checkbox"/> \$6.50	<input type="checkbox"/> \$5.50	
		Sweater / Gilet / Waistcoat	<input type="checkbox"/> \$9.50	<input type="checkbox"/> \$6.50	
		T-shirt / Polo Shirt	<input type="checkbox"/> \$6.50	<input type="checkbox"/> \$5.50	
		Bermuda / Shorts	<input type="checkbox"/> \$6.50	<input type="checkbox"/> \$5.50	

Prices are inclusive of GST

<p>Special Instructions:</p> <p><input type="checkbox"/> Missing buttons <input type="checkbox"/> Stains</p> <p><input type="checkbox"/> Shining/Iron Marks <input type="checkbox"/> Colour Fading</p> <p><input type="checkbox"/> Water Marks <input type="checkbox"/> Discoloured</p> <p><input type="checkbox"/> Scratches/Snags <input type="checkbox"/> Holes/Worn Out</p>	<p>I acknowledge and accept the conditions stated</p> <p>_____</p> <p>Customer's Signature</p>
--	--

To be completed by hotel personnel:

R E A D Y						
Mon	Tue	Wed	Thu	Fri	Sat	Sun

The following Terms and Conditions are applicable to Carlton Hotel Laundry / Dry-cleaning services:

1. All articles must be claimed within 30 days from the date of receipt. We reserve the right to donate the articles to charity after 30 days.
2. The company cannot be responsible for defects or damage to all article(s) caused by inherent weakness or defects in materials that are not visibly apparent prior to processing or due to poor choice of material quality by the manufacturer. Such weakness includes shrinkage, fraying, distorted, stretching, colour fading/discoloration and change of texture (softness/stiffness) of the textile. Same applies to holes or ruptures resulting from weakened fibres caused by contact with corrosive chemicals, insect damage, mildew, acid spills, sunlight, perspiration and other consumer use conditions.
3. The company hold no liability for the removal of decorative detail or damage thereto in dry cleaning, including sequins, beads, buttons, flock, painted on effects, buckles, belts, shoulder pads, plastic and leather trims, when the item as a whole is appropriately handled. Same applies to partial or complete separation of the component layers in bonded, laminated and fused fabrics, and deterioration and discolouration of polyurethane or rubber foam.
4. The company will remove stains to the best of abilities and experience. However, the company cannot guarantee 100% removal of stains. The success rate of stains removal is subject to factors like stains age, material type, and stain type.
5. The company cannot be responsible for loss of buttons, ornament or anything left inside the pockets.
6. Specific material such as lace, chiffon, organza, tulle or similar are subject to manufacture choice of fabric quality to withstand the washing process. The company cannot be responsible for defects or damage to the article(s) consist of such materials.

7. All articles must be inspected and customer's dissatisfaction, if any, shall be made known at the time of item return (within 24 hours), Carlton Hotel Singapore Laundry shall not be responsible for subsequent complaints.
8. In the event of loss or damage to an article for which we may accept liability, if any, will be based on the depreciated value of the article, not exceeding 5 times the service charges, and capped at the maximum of \$100 per article for total loss cases.
9. In the event of a customer complaint, the Customer undertakes to give Carlton Hotel Singapore Laundry the opportunity to rectify all works. Carlton Hotel Singapore Laundry may, at its discretion, offer the Customer either of the following:
 - a partial or full refund
 - re-supply of the service without charges
 - any other remedy as deemed appropriate by Carlton Hotel Singapore Laundry
10. List of documents required to be fulfilled with refund/compensation claims
 - Original copy of the receipt
 - Physical article presented
 - Proof of the value of the article

Definition:

1. "Agreement" refers to these terms of service.
2. "Service" refers to the services that we provide, through our website in the form of walk-in services.
3. "User" refers to anyone who uses our service, including general visitors to our site.
4. "You" refers to you, the person who is entering into this agreement with Carlton Hotel Singapore Laundry.
5. The word "damage" is descriptive of any condition which renders an article permanently unusable.
6. In claims involving lost textile articles, it is assumed that evidence exists or can be produced showing with reasonable certainty that the article has been submitted for servicing and that while in the temporary custody of the servicing agency (dry cleaner, launderer or retailer) it disappeared or was lost and is beyond hope of recovery. In the absence of such evidence, a clear determination of responsibility or liability for a claim adjustment cannot be made.
7. The buyer-seller relationship in a claim situation is defined as the relationship between a servicing agency and its customer.
8. Every textile product has a 'life expectancy' according to its intended purpose, material content, and rate of change in fashion or style. Carlton Hotel Singapore Laundry is following the guidance of The International Fair Claims Guide for Consumer Textile Products to determine the life expectancy of a textile product.
9. "Implied Serviceability" – In the sale of merchandise, there is an implied warranty that such goods will afford reasonable service in use and, unless otherwise specified, may be cleansed and refreshed by customary methods. Failure of an article to wear or clean satisfactorily when soiled is justifiable cause for complaint. When labelled instructions are carried out in accordance with appropriate definitions in the Guide and a failure results, the responsibility for failure rests with the product.
10. The term "colourfastness" refers to the durability of colour in the dyed fabric. The durability means that the colour does not become objectionably altered in appearance during the normal period of life expectancy of the product and does not cause permanent stains. Many variables affect whether fabrics retain their dye, fade or bleed easily, including the following:
 - The type of dye used, including whether it is natural or synthetic
 - The type of fibre the dye is applied to
 - When and how the dye was applied to the fabric or thread
11. "Shrinkage"- Reduction to a smaller size or fit, due to manufacturing influences on the fibre, yarn and fabric, and to the inherent characteristics of the fibre itself. Most fabrics, unless specially treated or processed, tend to undergo dimensional losses. The manufacturer is responsible for relaxation shrinkage, as such shrinkage can be minimized by manufacturing controls or special finishes, according to the degree of relaxation inducement to be faced by the product in its end-use. Relaxation is beyond the control of the consumer, dry cleaner or laundered.

"Puckering" or "bubbling" results when relaxation shrinkage occurs unevenly in a fabric, causing some yarns or groups of yarns to undergo greater dimensional loss than others. The condition often does not respond to restorative measures, and it is then considered a fault of the fabric.

Temporary changes in fabric dimensions can result from changes in atmospheric relative humidity but only in fabrics made of moisture-absorbent (hygroscopic) fibres. This is seen sometimes in drapery fabrics made of viscose, cotton or wool, depending on the type of construction. The condition is characterized by up-and-down changes from day to day, depending on whether the atmosphere is humid or dry.