

Terms & Conditions

Laundromat | Document date: 8 October 2026

Please read these Terms & Conditions carefully before using our services. By using our services, you agree to be bound by these terms. These terms apply to all orders placed through our website, by phone or in person.

1. Acceptance of Terms

By accessing our services, you agree to comply with and be bound by these Terms & Conditions and any other policies referenced on our website.

2. Our Services

We provide laundry and related services, including washing, drying, folding, ironing, pickup and delivery. Service availability may vary depending on location and operational capacity.

3. Pricing and Payment

All prices are displayed in Australian dollars. Final prices may vary depending on the order size, selected services and additional care requirements. Payment is required according to the payment terms provided when the order is placed.

4. Order Processing

We aim to process and complete orders within the estimated timeframe provided. Pickup and delivery times are estimates and may be affected by traffic, weather, order volume or other circumstances beyond our control.

5. Customer Responsibilities

Customers must check all pockets and inform us of stains, delicate materials or special care instructions before an order is processed. We are not responsible for damage caused by undisclosed item conditions or incorrect care information.

6. Loss, Damage and Liability

We take reasonable care when handling customer items. Any claim relating to loss or damage must be reported promptly. Where permitted by law, our liability may be limited to the value of the affected service or item.

7. Privacy

Personal information is collected, stored and used in accordance with our Privacy Policy. Information may only be shared where required to provide the service, comply with the law or where consent has been provided.

8. Changes to These Terms

We may update these Terms & Conditions when required. Updated terms are available as a PDF from our website. Account holders will be asked to accept updated terms before continuing to use their account.

Contact

Contact our team if you have any questions about these Terms & Conditions or how they apply to your order. You can contact us using the Contact Us section of our website.