

Terms and Conditions

Effective Date: 05-01-2025

Welcome to Wonder Wash Pvt Ltd. These Terms and Conditions ("Terms") govern your use of our mobile application, website, and related services ("Services"). By accessing or using any part of our Services, you agree to comply with and be bound by these Terms. If you do not agree to these Terms, you should not access or use our Services.

1. Acceptance of Terms

By accessing or using the Wonder Wash Pvt Ltd application or website, you confirm that you have read, understood, and agree to be bound by these Terms, along with our Privacy Policy and any other policies referenced herein.

2. Eligibility

You must be at least 18 years old to use our Services. If you are under 18, you may only use our Services under the supervision of a parent or legal guardian who agrees to be bound by these Terms.

3. Services Provided

Wonder Wash Pvt Ltd provides professional laundry, dry cleaning, and steam ironing services. The Services may include pickup and delivery of garments, order tracking, notifications, and customer support, all facilitated through our mobile application and website.

The availability of our services may vary depending on geographic location and local service capacity.

4. User Account

To access certain features of our Services, you may be required to register an account.

When creating an account, you agree to provide accurate, current, and complete information. You are solely responsible for maintaining the confidentiality of your account and password, and for all activities that occur under your account.

You must notify us immediately of any unauthorized use of your account or any other breach of security.

5. Orders and Payments

- All prices for services are displayed within the application and are subject to change without prior notice.

- Payments must be made using the payment methods supported in the app. These may include debit/credit cards, UPI, wallets, or net banking, depending on availability.

- An order is confirmed once payment is successfully completed and acknowledged by us through the application or email.

- Wonder Wash Pvt Ltd reserves the right to cancel or refuse service orders at its discretion due to operational constraints, unserviceable locations, or suspicious activities.

6. Pickup and Delivery

- Pickups and deliveries are scheduled as per user request, subject to availability and operating hours.

- Customers must ensure garments are available for pickup at the agreed location and time.

- Wonder Wash Pvt Ltd will make reasonable efforts to deliver garments within the promised time. However, delays may occur due to unforeseen circumstances. In such cases, users will be notified through the application or contact information provided.

7. Garment Care and Liability

- All garments are processed with utmost care and industry-standard procedures.

- Wonder Wash Pvt Ltd is not responsible for:

- Items left in pockets or attached to garments (e.g., jewelry, pins).
- Pre-existing damage to garments or accessories.
- Items that bleed, shrink, or otherwise change during normal cleaning.
- In case of proven negligence, Wonder Wash Pvt Ltd's liability will not exceed 10 times the service charge of the affected garment or actual garment cost, whichever is lower.

8. Prohibited Use

You agree not to:

- Use the Services for any unlawful purpose.
- Attempt to access unauthorized areas of the system or application.
- Copy, distribute, or exploit any part of the Services without written consent from

Wonder Wash Pvt Ltd.

9. Termination and Suspension

We reserve the right to suspend or terminate your access to our Services at any time, without prior notice or liability, if we believe you have violated these Terms or any applicable laws.

Upon termination, your right to use the Services will immediately cease, and you must delete any downloaded materials obtained from us.

10. Intellectual Property

All content available through our Services, including logos, graphics, images, software, and text, is the property of Wonder Wash Pvt Ltd and protected by intellectual property laws. You may not reproduce, modify, distribute, or exploit any content without our prior written consent.

11. Third-Party Services

Our app may contain links or integrations with third-party websites, services, or platforms. Wonder Wash Pvt Ltd is not responsible for the content, terms, or privacy practices of such third parties. Use of third-party services is at your own risk.

12. Disclaimer of Warranties

Our Services are provided on an "as-is" and "as-available" basis. We do not guarantee that the Services will be uninterrupted, timely, secure, or error-free. Wonder Wash Pvt Ltd disclaims all warranties, express or implied, including but not limited to merchantability, fitness for a particular purpose, and non-infringement.

13. Limitation of Liability

To the fullest extent permitted by applicable law, Wonder Wash Pvt Ltd shall not be liable for any indirect, incidental, consequential, special, or exemplary damages, including loss of data, revenue, or profit, arising from or relating to your use of the Services.

14. Governing Law

These Terms shall be governed by and construed in accordance with the laws of India. Any disputes arising out of or related to these Terms shall be subject to the exclusive jurisdiction of the courts in Bangalore, Karnataka.

15. Changes to Terms

Wonder Wash Pvt Ltd reserves the right to modify these Terms at any time. When we make changes, we will update the "Effective Date" at the top of this document. Continued use of the Services after such changes constitutes your acceptance of the revised Terms.

16. Contact Us

For any questions or concerns regarding these Terms and Conditions, please contact us at: Wonder Wash Pvt Ltd No.83/1, Soundarya Paramount Complex, 5th Cross, Malleswaram, Bangalore - 560003 Email: customercare@wonderwash.in

Website: www.wonderwash.in

