

Terms & Conditions

Privacy Policy: We do not store credit card details nor do we share financial details with any 3rd parties. We will only contact you using details you have supplied to us.

Payment Flow and Delivery Policy: Full payment is due before items are returned. This time may be altered by agreement with the customer.

Refund / Cancellation Policy: If your plans change, you can reschedule right up to 9.00am on the day of collection. Requests for refunds can be made by emailing thepramcleaningcompany@gmail.com or through one of our social media accounts. Approved refunds will be made within 48 hours.

Collection & Return: Our company can offer local delivery and collection if required. Collections and returns are carried out using our vehicles. TPCC cannot be held responsible for delays to the service caused by unforeseen circumstances or additional requirements.

Sale & Payment: TPCC accepts payments by cash, PayPal, and bank transfer.

We reserve the right to re-price our services if items that are different or additional to the original booking are collected and received. The costs of additional or different work or sourcing of parts will be agreed with the customer before commencement.

The Pram Cleaning Company reserves the right to partially or wholly refuse a sales order.

Prices & Tax: All prices are subject to change and the prices on the website shall supersede all other printed and digital formats.

Liability: The Pram Cleaning Company is a cleaning service and items that are sent to us are in dirty, damaged and/or otherwise devalued condition. Should an item become damaged in our care the liability of the item shall not exceed 5 times the repair cost unless previously agreed in writing between both parties. We will cover your Item(s) in the event that they are lost, stolen or damaged beyond repair in circumstances beyond our control. Items in our care are:

- Any Item currently having services carried out, or waiting for our services to be carried out.
- Any Item in transit with us or a 3rd party transport we have arranged
- Any item not yet dispatched due to outstanding payments

Exclusions: We cannot be held liable for:

- Any damage which is not related to or caused by our services.
- Any damage not related to the services that have been agreed
- Where an item is repaired to a reasonably satisfactory standard no liability will be accepted for any depreciation in value.
- Loss of value against manufacturer original models after the service has been carried-out.
- Any damage to, or defect in, an item which we have not been contracted to work on (this includes hardware)
- Delays or failures which are due to any cause beyond our reasonable control
- Failed repairs due to manufacturing or design faults. Charges may still apply for work undertaken.
- Any loss or damage of to items that are not noted during the booking in process.

If any recommended service is rejected by the customer, The Pram Cleaning Company cannot be held responsible for the outcome of any related work undertaken that does not meet the customer's expectations, or does not fall within the type of work routinely undertaken by us.

Cleaning Process: The Pram Cleaning Company uses professional materials and cleaning methods to obtain the best possible cleaning result on prams, buggies, car seats and other related children's products. Where available, we adhere to manufacturers guidelines and consult where necessary. We use water, steam, and non-biological mild detergents. We urge customers to discuss allergies or other special circumstances with us so that we can clean their items to those specific requirements.

Black Mould: We do our best to get everything as clean and safe as possible, taking advice from manufacturers about the most appropriate processes and products. We often encounter black mould on fabrics, and it tends to leave permanent marks. If you are unsure about whether to use your prams etc if black mould marks are present, we strongly recommend seeking advice from a qualified source, such as the NHS.

Website: We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the website are correct at the time when the relevant information was entered onto the system. Although we aim to keep the website as up to date as possible, the information including product descriptions appearing on this website at a particular time may not always reflect the position exactly at the moment you place an order.

Marketing: Photographs of our work will be used on social media platforms as demonstrations of our capabilities to existing and potential clients, unless the item is easily identifiable or personalised to the individual, or we have been requested otherwise in writing.

Complaints:

- Please check all items on return, and if you are dissatisfied with our work, please contact us within 48 hours to allow us to assess and help put things right.
- If we are found to be at fault, we will endeavour to re-clean, repair or otherwise provide the expected service to your satisfaction and at our cost. In all circumstances this will be the first course of action, and is not an offer of compensation.
- Once a corrective arrangement has been reached between The Pram Cleaning Company and the Customer, it is made on the basis of full and final settlement.

Indemnity: You agree fully to indemnify, defend and hold us, and our officers, directors, employees, agents and suppliers, harmless immediately on demand, from and against all claims, liability, damages, losses, costs and expenses, including reasonable legal fees, arising out of any breach of the conditions by you or any other liabilities arising out of your use of this website, or the use by any other person accessing the website using your shopping account and/or your personal information.

Guarantee: We guarantee our labour and materials for a period of 6 months after work has been completed providing that the item has been used in accordance with manufacturers' instructions. Incorrect use, treatment or storage of cleaned or repaired items will render our guarantee null and void. In such cases, repair or re-cleaning work will be at the customer's expense.

Statutory Rights: Our Terms and Conditions do not affect your statutory rights.

Governing Law: The validity, interpretation, and/or execution of our Terms and Conditions is solely governed by the laws of England and Wales.