

Kendry Commercial Cleaning Ltd

Laundry Payment & Retention Policy

Payment on Delivery

Payment is due before or at the time of delivery unless a credit account has been agreed in writing.

If Payment Cannot Be Made

The driver will return the laundry to our premises. The laundry will be securely stored until full payment has been received. Once payment has cleared, a new collection or delivery appointment will be arranged.

Re-Delivery Charge

A re-delivery fee of £5.00 may apply.

Storage Charges

Laundry is stored free for 7 days. After this, a storage fee of £2.00 per day may be charged.

Failure to Collect

If laundry remains unpaid and uncollected for 90 days, after reasonable attempts to contact the customer, we reserve the right to dispose of, donate or sell the items where permitted by law.

Future Orders

Outstanding balances must be cleared before further work is accepted.

Important Notice

Laundry remains the customer's property. We reserve the right to retain possession until payment is made in full.