



REGULAMIN PRALNI

Before submitting clothing to the H2O by EZO Pro Laundry, please familiarize yourself with the following Regulations. Ordering a service at the H2O by EZO Pro Laundry is equivalent to declaring familiarity with the following Regulations.

1. The H2O by EZO Pro Laundry accepts items for water washing, chemical cleaning, wet cleaning method, and ironing, and undertakes to perform the service professionally. The laundry accepts items for washing at stationary points and at the customer's home as part of the "H2O taxi" service.
2. The proof of acceptance of items for laundry services is a receipt with a number or an SMS with a number issued/sent to the customer. The H2O by EZO Pro Laundry undertakes to perform the service within the time specified by the laundry staff.
3. Clothing without factory labeling is accepted solely at the customer's responsibility, and the H2O by EZO Pro Laundry is not liable for its damage or destruction during the washing process.
4. The laundry is not responsible for damages incurred during the washing of improperly labeled clothing by the manufacturer, consisting of materials unsuitable for chemical cleaning.
5. The laundry is not liable for damages resulting from hidden defects in the accepted items or inadequate quality of materials.

6. The H2O by EZO Pro Laundry is not liable for any damages or destruction of additional clothing accessories such as buttons, decorations, zippers, buckles, beads, sequins, interfacing, tulle, rubber bands, and material defects.
7. The H2O by EZO Pro Laundry accepts responsibility for clothing with leather, suede, plastic, sequin, and bead applications.
8. The laundry has the right to refuse to accept items.
9. The laundry does not guarantee complete stain removal.
10. Pickup of items from the collection point occurs upon providing the order number, pickup code, or telephone number. In the case of the "H2O taxi" service, the driver delivers the assortment to the agreed address at the same time from which the items were collected for washing.
11. The amount of fees for services provided by the H2O by EZO Pro Laundry is determined by the price list available at the H2O by EZO Pro Laundry branch.
12. The H2O by EZO Pro Laundry stores items not collected by customers for 90 days from the expiry of the pickup date provided to the customer.