

CLEANISTA

Crisp. Clean. Cared for.

TERMS & CONDITIONS OF SERVICE

A service of M/s. VSP Opportunities
3/1/A, G.C.R.C Ghat Road, Shibpur, Howrah – 711102

1. General

1. These Terms & Conditions (“Terms”) govern all laundry, dry-cleaning, and related garment-care services provided under the brand name CLEANISTA by M/s. VSP Opportunities (“Cleanista”, “we”, “us”), registered office at 3/1/A, G.C.R.C Ghat Road, Shibpur, Howrah – 711102. By placing an order — through our app, website, WhatsApp, or with our pickup staff — the customer agrees to be bound by these Terms.
2. These Terms are governed by the laws of India. Nothing in these Terms limits any statutory right the customer has under the Consumer Protection Act, 2019 or other applicable law.

2. Garment Care & Processing Risk

3. All garments for laundry and dry cleaning are taken at the customer’s risk.
4. While utmost care is taken in processing the garments, Cleanista will not be responsible for colour fastness, invisible manufacturing defects, or shrinkage.
5. While utmost care is taken to remove stains, we do not guarantee complete removal of stains.
6. We will undertake the cleaning of garments in the best possible manner that our technicians deem fit. Cleaning methods deployed may include wash in emulsifier, detergent and softeners, soft wash for delicate garments, and technologies such as Perchloroethylene and Hydrocarbon-based dry cleaning.
7. In case of garments belonging to a 2- or 3-piece set, we recommend getting the entire set processed (laundry or dry clean) together, to avoid visible colour or finish differences between pieces.
8. Special or high-value items — including but not limited to leather, suede, fur, embellished or embroidered garments, bridal and heavy ceremonial wear, and items with delicate trims — are accepted for processing on request and are handled with additional care, but carry inherently higher risk of damage due to the nature of their construction. Such items are covered by the compensation terms in Clause 26 unless a separate, item-specific arrangement is agreed with the customer in writing before processing.
9. Cleanista is not responsible for cash, jewellery, electronics, documents, or any other personal items left in garment pockets or linings. Customers are requested to check and empty all pockets before handing over garments for pickup.

3. Turnaround & Delivery

10. Laundry deliveries will be made within 48 hours of collection.
11. Dry-cleaning garments will be delivered within 120 hours of collection.
12. Delivery will be attempted on ‘Collection + 6 days’ after collecting the garments, but this timeline may be delayed on rare occasions due to unforeseen circumstances.

Note: the 48-hour laundry commitment above is read together with our internal 24–48-hour subscription turnaround standard — for subscription customers the faster end of this range is the working target.

13. If the customer is unavailable at the time of a scheduled delivery, our rider will attempt to contact the customer and reschedule. Up to 2 delivery attempts will be made before the order is held at the nearest hub for customer collection, and storage charges per Clause 20 may apply thereafter.
14. A scheduled pickup may be rescheduled or cancelled by the customer up to 2 hours before the scheduled slot at no charge. Cancellations after this window will attract a nominal fee of ₹50.

4. Pickup & Delivery Charges

- 15. Free home pickup and delivery is available on orders of ₹200 and above only.
- 16. On order values of less than ₹200, a collection & delivery fee of ₹50 will be charged.
- 17. Requests for clothes to be returned on a hanger will be charged ₹10 extra.
- 18. Express Service: (a) 100% extra will be charged for Same Day Delivery, with collection before 12 noon; (b) 50% extra will be charged for Next Day Delivery, with collection before 12 noon; (c) all express-service deliveries will be made between 5 PM and 7 PM on the due date. No request to deliver before this window will be entertained.

5. Uncollected Garments & Storage

- 19. Customers are requested to collect / accept their garments within 15 days of the Due Date. After this period, Cleanista will not attempt delivery, and customers will need to collect the order from the respective store.
- 20. Storage charges become applicable 15 days after the Due Date, at 10% of the bill value per month, payable before the garments are released.
- 21. 30 days after the Due Date, Cleanista will have no further responsibility for the garments and reserves the right to dispose of or donate them to recover any dues outstanding.

6. Quality Checks, Discrepancies & Rewash

- 22. Any discrepancy found in a garment before processing will be intimated to the customer.
- 23. In case of unsatisfactory quality, the garment will be inspected by our team. Order tags must be intact and the garment must be in unused condition. A Free Rewash will only be offered if our team determines, on inspection, that a better cleaning outcome is achievable.
- 24. Quality concerns must be reported to Cleanista within 24 hours of delivery, with the order tag intact and the garment unused, for the garment to be eligible for inspection and Free Rewash under Clause 23 above.

7. Loss, Damage & Compensation

- 25. In the unfortunate event of loss or damage to any garment, a maximum compensation of 5 (five) times the laundry / dry-cleaning charge for that garment will be reimbursed in the form of free laundry vouchers. No cash payout will be entertained.
- 26. For special or high-value items as described in Clause 8 above, Cleanista and the customer may agree a different, item-specific compensation basis in writing at the time of intake, given that the standard 5x-charge formula may not reasonably reflect the item's replacement value.

8. Payment & Subscription Plans

- 27. Payment for pay-per-order services may be made via cash on delivery, UPI, or card, collected at the time of pickup or delivery, as applicable. Quoted prices are inclusive of applicable GST.
- 28. Solo, Family, and Family+ subscription plans are billed monthly, in advance, and renew automatically unless cancelled with at least 10 days' written notice. Unused kg/quota does not carry over to the following billing cycle.
- 29. A subscription may be paused for up to 5 days per billing cycle on request. Early cancellation of a subscription is on a no-refund basis for the unused portion of the current billing cycle.

9. Refunds

- 30. Once a service has been availed, no request for refund will be entertained.
- 31. If a customer has pre-paid for an order and one or more garments are returned without being processed, the amount for those garments will be refunded within 7–10 working days.

10. Pricing

32. Prices are subject to change at management's discretion without prior notice. Tariffs for individual garments will be decided case by case, depending on complexity. Rates in the published price list are indicative and minimal.

11. Data, Privacy & Promotional Use

33. We may use images of customers' clothes for promotional purposes.

34. Customer contact details (name, phone number, address) collected for order fulfilment will be used only for service delivery, order updates, and Cleanista promotional communication, and will not be sold or shared with third parties except as required to fulfil the order (e.g. payment processing) or by law.

12. Liability Exclusions

35. We accept no liability for loss or damage to clothes arising from fire, burglary, or similar events beyond our reasonable control.

36. Cleanista shall not be liable for any delay or failure in performance caused by events beyond its reasonable control, including but not limited to fire, flood, strikes, riots, government action, or other force majeure events. In such cases, affected orders will be completed or refunded (as applicable) once normal operations resume.

13. Grievance Redressal

37. For any complaint or query regarding an order, customers may reach us at 6291365156 or connect@cleanista.in. We aim to acknowledge complaints the same day and resolve them within 3 working days.

14. Governing Law & Jurisdiction

38. All disputes are subject to the exclusive jurisdiction of the courts at Kolkata & Howrah only.