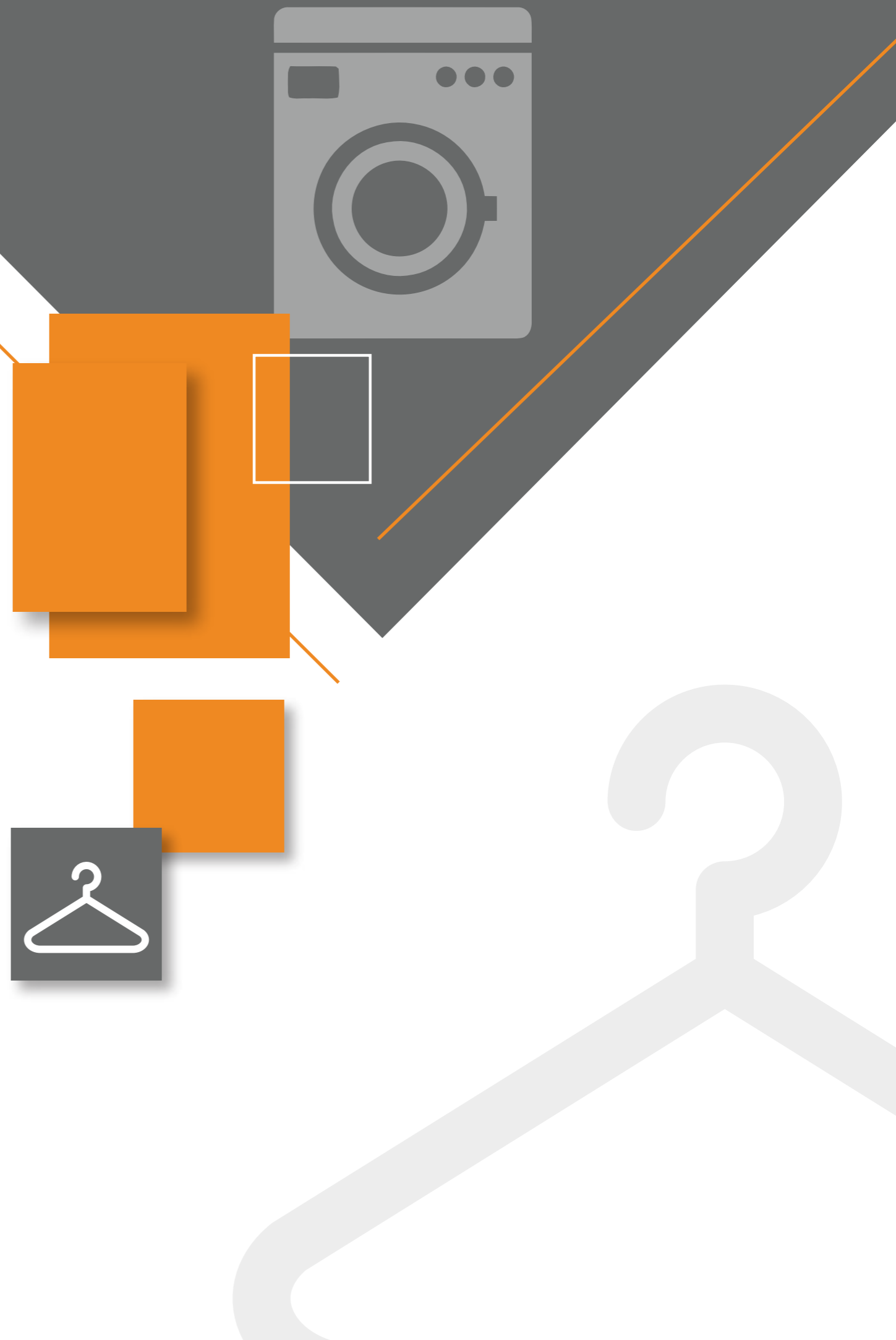


Namariq Laundry Services

Door to Door Delivery



Rates

Laundry items (Gentlemen)	Rate SR
Cap	2.00
Coverall	6.00
Handkerchief	2.00
Sweater	7.00
Over Coat	5.00
Pyjama Suit (2 Pieces)	4.00
Shalwar Suit (2 Pieces)	4.00
Shirt	4.00
Short	4.00
Socks	3.00
Tee Shirt	4.00
Thobe / Dish Dasha	6.00
Track Suit	7.00
Trouser	4.00
Lungi	5.00
Under Vest	3.00
Underwear S/L	2.00

Laundry items (Ladies)	Rate SR
Abbaya	10.00
Blouse	4.00
Face Cover	3.00
Jacket	7.00
Night Dress	6.00
Panties / Stocking / Brassiere	3.00
Pyjama Suit (2 Pieces)	7.00
Scarf	4.00
Short	4.00
Skirt Plain /Pleated	4.00
Slack / Jeans	5.00
Sweater	7.00
Tee Shirt	4.00

Laundry items (Beddings)	Rate SR
Bed Sheet - Single	6.00
Bed Sheet - Double	9.00
Pillow Cover	4.00
Bath Towel	4.00
Hand Towel	3.00
Blanket - Single	17.00
Blanket - Double	22.00
Duvet Cover	10.00

Pick Up & Delivery

- Laundry door to door services will take place for all KAEC Residents.
- Free Laundry Delivery with Door to Door service.
- 24 hour notice prior to the pickup day via WhatsApp for requesting the service.

Door to Door Laundry Services Schedule

Within 24 hours the laundry will be Picked up and Delivered back. Two Laundry services day per week as per below schedule between 05:00 P.M till 08:00 P.M:

Pick Up	Delivery	Time
Saturday	Sunday	05:00 P.M – 08:00 P.M
Wednesday	Thursday	05:00 P.M – 08:00 P.M



Laundry Department Policies and Procedure

Clear Damage Policy and Replacement Cost Policy:

- Namariq staff are following and implementing the internal laundry system to avoid any mistakes that affect our customer satisfaction.
- Namariq cannot guarantee against color loss, color bleeding, and shrinkage or against damage to weak and tender fabrics or against damage to ancillary items such as but not limited to belts, buttons, beads, zipper pulls.
- We are responsible with respect to any damaged items shall not exceed 10 times our charge for cleaning that garment regardless of brand or condition.
- Any damage items must be reported to laundry through the contact calls or email and returned to laundry for inspection within five business days.

Receiving and Delivery Procedures in location:

- The laundry linen attendant collect the laundry from the location as per the time schedule.
- Care to be taken that the laundry list is filled (Customer name, Contact details, total pieces and the type of service required).
- The received laundries are collected and put it on separate laundry bags attached with laundry list in order to start the process.
- After completed of all cycle process, the laundry is ready for delivery.
- Send to the location as per the schedule and timing for delivery.
- The laundry attendant will handed over the laundry items to the customer with the scheduled time.
- Upon delivery if client is not available a text message will be send to the client, we will notify via SMS.
- In case of No show of the client who still have laundry to be delivered to him, Namariq lost & found policy will applicable by which the items will be stored for 3 month period.

Checking, Marking and sorting Procedures:

- All bags from the location are collected at the laundry checking and marking section.
- Each bag is opened and the items are entered in the guest laundry register.
- All personnel placing items for laundry service will ensure that each individual article bears their identification number using either a tagging machine or laundry marker pen.
- Location of marking items will be marked in the specific areas. E.g. shirts on the shirts tail, trousers on the inside waistband near the right pocket or inside of the right pocket.
- Delicate materials like silk, polyester, wool are not marked on the marking machine; they are hand tagged carefully so as not damage the fabric.
- After completing the marking of one laundry bag, only then can the sorter start with another bag.
- The marker hands over the marked garments to the sorter.
- The sorter separates garments for washing/ pressing/dry-cleaning and places them in the respective bins.
- All clothes are segregated color wise and fabric wise.
- Clothes are also checked for burn marks, discoloration tears stains and pockets for any personal belongings or money.

Lost and Found Policy:

- All personal belongings must be removed or empty pockets from the garments as the laundry will not be responsible for any loss or damages on the garments from items left in pockets.
- Any items found regardless whether it is valuable or non-valuable items must be recorded on the lost and found register, and then returned to the owner and taken the signature from owner.
- claims concerning loss & Found must be reported within 24 hours and accompanied by the dated laundry receipt.

Payment Terms:

- Customer has to pay the entire bill amount after successful delivery of order. Cash & Credit Card.
- All payment terms will be as per the Company Management and Finance policies.

Cancellation / Refund Policy:

- Customer can cancel at any time before actual pick-up. No cancellation charges will be levied.
- If customer wants to cancel the order because of any reason, then the request for cancellation has to be placed within 2 hour of pickup of articles.
- Once order is punched and processed, order cannot be cancelled.

Laundry – Quality Control:

- Before the garments are sent up to the delivery, they are to be checked thoroughly for quality and finish.
- The laundry attendants at the press units make first quality check, they check the garments for missing buttons, stains, zipper, replacement, trouser seams and any tears.
- The laundry Officer make the final quality, check, after the finished items reach the delivery desk.

Terms & Condition:

We exercise utmost care in processing articles entrusted to us and treat each garment using method that is best suited to its nature and condition.

- Count of the garments shall be taken by our staff upon receiving the garments. It is the responsibility of the customer to match the count while accepting the delivery. No claims on the basis of count shall be accepted after the order is delivered.
- Namariq will not accept any liability in case of damage due to stain removal process owing to the complexity of the process and usage of hard removal agents.
- We cannot assume responsibility for inherent weakness or defects in materials that are not visibly apparent prior to processing. This applies particularly but not exclusively to suedes, leather, silks, satins, double face fabrics, vinyl, polyurethane etc.
- In laundering process, we cannot assume responsibilities for color bleeding, shrinkage or against damage to weak and tender fabrics.
- Any ornaments, valuables, cash or special buttons must be removed by the customers before sending their garments for washing or ironing.
- In the event of loss by fire or any other loss and damage to the garments for which we may accept liability, without prejudice shall not exceed 5 times the rates charges for washing that garment.
- The claim for such compensation has to be made within 24 hours after receiving the garments and a signed copy of the invoice needs to be produced. Such claims shall not exceed 10 times the cost of servicing that garment.
- Valuable garments can be declared at the time of pick up and the processing charge for such garments shall be %5 of the value declared.
- Please check the number of articles indicated and the service selected otherwise Namariq count must be accepted as correct.
- In case of discrepancy in count and if customer is not available to verify, our count must be accepted as correct.

Contact Us

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