

Term & Conditions



مصبغة قصر السلاطين

QASR AL SALATEEN LAUNDRY



مصبغة قصر الخليج

QASR AL KHALEEJ LAUNDRY

Your Valuables Are Protected Here

Rest assured, your satisfaction is our first priority. In fact, we treat your laundry as if it were our own, however, we still need to agree to some rules to ensure that there are no misunderstandings about Qasr Al Khaleej Laundry / Qasr Al Salateen Laundry (referred to as "we," "us," "our", or "Qasr Al Khaleej Laundry / Qasr Al Salateen Laundry") or your obligations. By using our service, you acknowledge and accept the following Terms and Conditions.

Suitability for Laundering

By using our service, you agree that your clothes are suitable to be washed in water, on a normal cycle, and dried using heat in a tumble dryer. We cannot be responsible for any damage to clothing that is not suitable for this standard laundering process. Similarly, we reserve the right to refuse to service items that we feel will be hazardous to our staff, such as items heavily soiled with human or animal waste. This is for the health and safety of our team.

Damaged Laundry

We will do everything we can to avoid damaging your laundry. Unfortunately, there are limitations to what we can do. For example, we don't have time to check your pockets to see if you have left anything in them. Therefore, we can't be held responsible if something left in your laundry causes any damage. Similarly, if you call and tell us that you left your favorite bracelet, or anything else, in your pocket, we can't guarantee that we will find or return it.

All laundering processes, regardless of how gentle, cause normal wear and tear on clothing. As a result, we cannot be responsible for any wear and tear of laundry, including loss of buttons, fading, fatiguing, holes, or abrasions. Similarly, we reserve the right to decline cleaning any particular piece of laundry if we think it will lead to trouble.

We wash all items together as our standard procedure. But if you divide your clothes into two separate bags before your pick-up, we can run two separate loads. This incurs a 10 Separate Load Charge. Note that we do not separate clothes according to your instruction, and ask that you do the separation and take responsibility for what's in each load. Along the same lines, we can't be held responsible for the re-disposition of colors (aka bleeding) or dimensional changes (aka shrinking or stretching). Separation is not currently available on pre-paid laundry plans.

Major Points

- The laundry shop does not bear any responsibility in the event of a change in color or anything else.
- The store will pay the amount for washing the clothes 5 times in the event that the clothes are damaged or lost.
- The shop cannot guarantee 100% stain removal.
- The store is not responsible for clothes after a month
- Items will be checked at the time of receipt and delivery, and the store is not responsible if there is money or other items in the clothes.

محل المغسلة لا يتحمل أية مسؤولية في حالة تغيير اللون وغيره
سيقوم المحل بدفع المبلغ أجرة 5 مرات غسيل الملابس في حالة تلف الملابس او ضياعها
لا يمكن للمحل ان يعطي الضمان لإزالة وصمة عار 100%
المحل غير المسؤول عن الملابس بعد شهر
تأكد اشياء وقت الاستلام والتسليم والمحل غير مسؤول في حالة وجود والفلوس و الأشياء
الأخري في الملابس



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