



Laundry Wish Ltd

Terms of Use

Last updated: 21 July 2026

These Terms of Use (“Terms”) govern your use of the laundry, dry-cleaning, and ironing collection-and-delivery services provided by Laundry Wish Ltd (“we”, “us”, “our”), covering Hertfordshire, Bedfordshire, Cambridgeshire, and Buckinghamshire. By booking a service with us, you agree to these Terms.

1. Our Services

We provide collection, cleaning (wash, dry cleaning, and/or ironing), and delivery of laundry items for domestic and commercial customers, including hotel partners.

2. Booking & Information We Need

To provide you with a quote and arrange your order, we will ask for your name, address, email address, contact telephone number, and details of the items to be washed, dry cleaned, or ironed.

Bookings can be made through our website, by WhatsApp, or by telephone.

3. Collection & Delivery Times

For hotel and commercial partners, orders placed before 10:00am are collected and returned the same day. Orders placed after 10:00am are collected and returned the following day.

We will keep you updated if there are any changes to your scheduled collection or delivery.

4. Pricing, Surcharges & Payment

- Quoted prices include an applicable surcharge, and a secure payment link will be provided for your order.
- Commercial accounts: invoices must be paid by the agreed deadline (typically before 6:00pm) for the service to be provided.
- Domestic customers: full payment is required in advance (prepaid invoice) — we do not offer credit accounts.
- Service washes are quantified in groups of up to 21 items, with an allowance of up to 7 additional items per group.
- A 20% discount applies where ironing is combined with a mixed wash, and on qualifying orders of 5 or more service washes.
- We reserve the right to update our prices, which will be reflected in the quote provided at the time of booking.

5. Why We Require Payment in Advance

We ask domestic customers to pay in advance because:

- We do not hold a waste management licence and are therefore unable to store or dispose of laundry that is not collected by the customer
- We do not offer storage of customer items
- Card and bank payments remain protected — in the event of a dispute, payments can be reimbursed through the relevant bank or payment scheme
- We do not offer credit

6. Uncollected Items

If you do not collect your items within 10 working days of the invoice date, we reserve the right to donate the uncollected items to charity.

7. Promotions, Referrals & Discretionary Offers

From time to time we may offer promotional discounts, referral incentives, or complimentary services (for example, to hotel staff in connection with a partner hotel account). All such offers are provided entirely at our discretion, may be withdrawn or amended at any time, and any limits on an offer (including who qualifies and how many items are included) are set by us.

8. Community Commitment

Laundry Wish Ltd donates 10% of its yearly revenue to charitable causes in our community, and where relevant to a hotel partner's chosen charity, in recognition of our shared values of care, communication, and community.

9. Care of Your Items

We handle every item with care. However, we are not responsible for damage arising from pre-existing wear, manufacturer defects, non-colourfast dyes, or items that were not disclosed as requiring special handling at the time of booking.

10. Communication & Reviews

After your service is complete, we may contact you to check you're happy with the result and to invite you to leave us a review (for example, on Trustpilot). You may also receive occasional marketing messages about future offers, from which you can unsubscribe at any time — see our Privacy Policy for details.

11. Cancellations & Changes to an Order

If you need to cancel or amend an order, please contact us as soon as possible. Where a payment has already been taken, refunds will be considered in line with the circumstances of the cancellation.

12. Changes to These Terms

We may update these Terms from time to time. The updated version will be posted on this page with a revised “Last updated” date. Continuing to use our services after changes take effect means you accept the updated Terms.

13. Governing Law

These Terms are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

14. Contact Us

- Email: info@laundrywish.co.uk
- Complaints: complaints@laundrywish.co.uk
- WhatsApp: 07544 797324
- Website: www.laundrywish.co.uk