

TERMS AND CONDITIONS

1. **Acceptance of Terms** : By using our services, you agree to be bound by these terms and conditions, as well as any applicable laws and regulations.
 2. **Service Description** : We offer restoration services which includes cleaning, polishing, and repairing of shoes, bags and leather jackets. Our service is subject to availability and we reserve the right to refuse any service request.
 3. **Leather Care**: We hold a deep appreciation for the unique properties of leather and handle all leather products with unparalleled care and precision. Nevertheless, we must clarify that leather, owing to its diverse chemical and physical attributes, may exhibit varying responses to cleaning. In certain cases, stains or imperfections may remain unremovable. Our services remain chargeable even when the anticipated outcomes cannot be entirely achieved.
 4. **Change In Appearance**: It is crucial to understand that after undergoing our standard cleaning procedure, an item may not perfectly retain its original appearance or color. Consequently, we disclaim any responsibility for such alterations.
 5. **Pre existing Stains and Damages** : Regrettably, we cannot accept responsibility for pre-existing stains and damages that may prove resistant to our cleaning and restoration efforts.
 6. **Payment and Pricing** : Payment for our services must be made in full at the time of service. We accept cash and all UPI. Our prices are subject to change without notice.
 7. **Warranty** : We offer a limited warranty on our services. If you are not satisfied with our services, we will redo the service free of charge within 24 hours of the original service. Our warranty does not cover damage to any article that are in poor condition or that have been previously repaired. We reserve the right to deny for redo in case we find it best done with the article.
 8. **Liability** : We are not responsible for any damage to articles (shoes, bags, jacket etc) that are in poor condition or have been previously repaired. We are not liable for any lost or stolen items. Our liability is limited to the cost of our services.
 9. **Refund** : In case of any situation for refund for unsatisfactory service. The cost of service charged will be refunded back. In case of any fault in replaced part, cost of replaced part will only be refunded. Cleaning cost will not be refunded!
 10. **Settlement Amount**: In the event that a settlement is required for a damaged or lost product at our workshop, we have established a policy to ensure fair compensation. The settlement amount cannot exceed 1.5 times the service charge for that item or the retail price (no resale price will be considered) of the product adjusted for depreciation at 50% per annum, whichever is lower. If the latter option is selected, a copy of the original retail invoice must be provided. The term "retail price" pertains to the initial launch price set by the brand, distinct from resale prices.
- For any B2B business, we don't take any responsibility of article damage due to poor condition of material. In case of lost of any article, we only compensate upto 30% of cost of good, after deducting cost of service charges. We reserve right to deny for any compensation if there is any miss happening occurred during transit of article.

11. **Customer Responsibility** : Customers are responsible for providing accurate information about their articles and for ensuring that they are in good condition. Customers are also responsible for picking up their articles within 7 days of service completion. If not picked up within 7 days , may be donated or disposed of. Customers are strongly advised to remove any valuable or sentimental items from their articles prior to submission for cleaning or restoration. The Shoe Care Company will not accept liability for the loss of such items during the service process.
12. **Privacy Policy** : We respect our customers' privacy and will not share their personal information with third parties unless required by law.
13. **Changes to Terms and Conditions** : We reserve the right to modify these terms and conditions at any time. Any changes will be effective immediately upon posting on our website.
14. **Governing Law** : These terms and conditions are governed by and construed in accordance with the laws of the jurisdiction where the service is provided.
15. **Contact Information**: If you have any questions or concerns about our terms and conditions, please contact us customerproficientcleaning@gmail.com



THE SHOE CARE
COMPANY