



Welcome to Total Laundry, we would love to help you with your laundry.

A bit about Total Laundry Ltd

Total Laundry began in 2009 and we take laundry very seriously. We are members of the Textile Services Association, The Guild of Cleaners and Launderers, and the FSB. Our team of launderers are all long serving and experienced and really do take pride in their work.

We want to give you the best service possible, so we have put together this info sheet

Domestic Customers

We offer the following;

Full Service: Wash, dry, iron and fold (or hung) - Min order amount is 6lbs in weight

Basic Service: Wash, Dry & Fold - Min order amount is 6lbs in weight

Iron Only- Min order amount is 6lbs in weight

Re-Proofing

Duvet & Pillow Service

Leathers

Motorcycle Leathers

Same Day Service - We offer a same day express service for a basic wash only. Items must be in the laundry before 9.30am. They will be washed on a 40 degree wash with a medium tumble dry. So please make sure all your items can be washed by this method.

Starch Service - Beautiful and crisp- starched bed linen and tablecloths. We can starch your sheets and tablecloths for you, just tell us on drop off (small extra charge)

'Dry Clean Only' Items - We can clean almost anything and we can also clean your 'Dry Clean Only' items using the revolutionary WETCARE technique. This is a 100% solvent free alternative to Dry Cleaning, using specialist machines and specially formulated detergents. It's kind to both your clothes and to the environment. We are the first laundry in Chichester to offer this Eco cleaning system.

You can bring in as little or as much as you like, however our minimum order weight is 6lbs, so even if you send in one pillowcase you will still be charged our minimum order price, so do put more in your bag.



FAQ's

- **How do I bag my items?**

Sort your laundry as you would if you are doing it yourself. For instance, if you usually split the light and dark colours, put them in separate bags and they will be washed separately and treated as two separate washes.

If you are happy for it all to go together, then keep them in one bag. **We do not sort your items so we will wash them as they are bagged.**

All items are washed at 40 degrees and dried on a medium heat. So please make sure your items can be cleaned in this way.

If you have anything that needs special attention, keep it separate and tell us about it when you drop off.

- **How long does it take if I bring my items into your laundry?**

We will always have your laundry ready for when you need it! Our turnaround times are generally 3 days (maybe longer in busy periods)

- **How do I pay?**

Usually on drop off, we take cards or cash.

- **What if I can't get in on the day my items are ready?**

No problem, we will keep your items for up to 6 weeks, but we would appreciate a phone call or email just to give us an idea when you can get in.

- **Do you have a collection & delivery service?**

We offer free collection & delivery to our customers within the PO19 postcodes, minimum order of £20.00.

For customers beyond the PO19 area our charges start at just £5.00 per order.

- **How long does it take for collection & delivery?**

Delivery customers are serviced weekly. If you would like it back quicker than that, let us know and you can collect from the laundry.

We will come to collect every week until you tell us not to – if you do not require a collection or you wish to change it, you must tell the laundry with at least 24 hour notice. If you are using us on an occasional basis, just let us know when you request your collection.

- **What if I am not in when you call?**

If you know you are going to be out, we can collect from an agreed safe place. So please let us know beforehand. If we don't know and you are out when we come and we are unable to collect/deliver you will be charged a 'failed delivery' charge of £5.



- **Do I have to pay the driver?**

No, for delivery customers, you do not pay the driver. We will invoice you at the beginning of the month for items collected the previous month. Payment by Direct Debit is preferred - we will email you instructions, but we also accept card over the phone or BACs payment.

- **Sounds great, how do I book?**

To book a collection, please give the laundry a call on 01243 756182, we do ask for at least 24 hours notice.

- **Do I have to put my name in my things?**

No, we will clean, whatever you send in – we do not mix your items with other customers, so there is no need to mark or name your items. However, just to be sure, by all means you can pop a list of items you are sending in for cleaning in your bag. In the unlikely event of a discrepancy, the laundry count is final.

Do you come at the same time each week?

- We aim to collect/deliver around the same time each week. However, this may not always be possible, due to but not limited to, traffic, Goodwood events, weather and fluctuations in delivery schedules etc. We will get to you on the scheduled day and if we can't, we will contact you.

- **How do I bag my items?**

Put your name on your bag and as, quite often we won't have spoken to you before your items are cleaned, please attach a note to your bag if there is something you think we ought to know before cleaning.

Sort your laundry as you would if you are doing it yourself. For instance, if you usually split the light and dark colours, put them in separate bags and they will be washed separately and charged as two separate washes.

If you are happy for it all to go in together, then keep them in one bag.

We do not sort your items; we will wash them as they are bagged.

You must tell us what service you require. I.e. do you want a basic wash, full service or just ironing?

All items are washed at 40 degrees and dried on a medium heat. So please make sure your items can be cleaned in this way.

If you have anything that needs special attention, keep it separate and attach a note to your bag



Commercial Customers

If you are a business and have at least 20lbs in weight (around 4 large bed sets) then please ask about our competitive commercial rates. If any load is under 20lbs then our great domestic prices will apply. We have various pricing options depending on how much you use us - let our prices work for you!

Sustainability

Here at Total Laundry, we strive to be eco-friendly. We re-use, and re-cycle wherever possible, so we will return the laundry in the bag you have sent it in. However, we do sell laundry bags, so do ask if you want one.

We also happily accept the return of any hangers we have supplied.

We are actively reducing our single use plastics and if we do have to use plastic, it's biodegradable or recycled. Our eco-friendly detergents are sourced from a UK manufacturer, which helps keep down their carbon footprint. In fact, we continually look for ways where we can reduce our impact and increase our sustainability.

We look forward to being of service and becoming part of your team.



**WE ARE NOT YOUR AVERAGE LAUNDRY,
COME AND SEE WHY WE ARE THE BEST!**

5* SERVICE



totallaundry.co.uk

01243 756182

Total Laundry Ltd
2 Phoenix Business Centre
Spur Road
Chichester PO19 8PN
01243 756182

wash@totallaundry.co.uk

VAT 201870637/Company No 07076631