

# Swan - Terms and Conditions

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*Newway Infomatics Pvt Ltd*

*Plot 78, Phase I, Ind Area, Chandigarh, India - 160017*

*Email: support@swan.com | Phone: +91-9115505505*

## Effective Date

01/01/25

## Introduction

Welcome to Swan. These Terms and Conditions govern your use of our mobile application and services. By using the app, you agree to these Terms.

## Eligibility & Accounts

You must be at least 18 years old or have parental/guardian consent. Provide accurate account details and keep login secure.

## Use of Services

Services include laundry and dry-clean pickup, cleaning, and delivery. Do not misuse or interfere with the app.

## Garment Handling

We handle garments with care but are not responsible for pre-existing damages, color fading, or shrinkage. Liability limited to 5x cleaning cost or capped amount.

## Orders, Pickup & Delivery

Orders via app only. Pickup and delivery subject to availability. Verify items during pickup/delivery.

## Payments

Payments must be made via app. Transactions are final once confirmed.

## **Newway Infomatics Pvt Ltd**

### **Cancellations & Refunds**

Orders may be cancelled before pickup. Refunds or credits processed as per Refund Policy.

### **Prohibited Use**

Fraudulent orders or abusive behavior may result in account suspension.

### **Changes to Terms**

We may update Terms anytime. Continued use implies acceptance.

### **Governing Law & Dispute Resolution**

These Terms are governed by Indian laws. Disputes must be raised within 48 hours of service completion.