

How to contact us

Our normal opening hours are 8am to 8pm Monday to Sunday.

If we are unable to take your call during these hours or if you call us outside of these times, you can leave us a message. Please don't forget to leave your name, address and contact telephone number in your message so that we can get back to you as quickly as possible.

Alternatively, you can contact us by email if you prefer. We aim to reply to all emails received between 8am and 8pm on the same day.

Telephone: 07017 455444

Email: enquiries@pressedfortimeironing.com

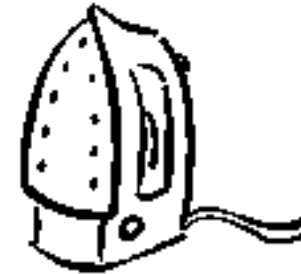
To keep up to date with all of our latest news, price changes and service announcements, please bookmark our website and remember to visit regularly.

If there is anything that we need to announce between newsletters we will post it on our website, as contacting all of our customers individually is not always possible.

Our up-to-date price list is always available on our website and changes to our prices will be announced there first.

Website: www.pressedfortimeironing.com

Pressed For Time Ironing Service



Let us save you time and money!



Newsletter—Autumn 2010

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Spreading the word...



We hope that all of our customers, old and new, are satisfied with the standard of service that they have received so far this year.

Please remember, if you are **not** happy with our service, tell us. If you **are** happy with our service, tell everyone!

Christmas and New Year Opening Hours

Please keep this newsletter for reference for our Christmas and New Year 2010/11 opening hours.

Monday 20th December to Thursday 23rd December 2010 inclusive	Normal opening hours of 08:00—20:00
Friday 24th December 2010 (Christmas Eve)	08:00—12:00 midday
Saturday 25th December 2010 (Christmas Day)	CLOSED
Sunday 26th December 2010 (Boxing Day)	CLOSED
Monday 27th December 2010	CLOSED
Tuesday 28th December 2010	CLOSED
Wednesday 29th December 2010	08:00—20:00
Thursday 30th December 2010	08:00—20:00
Friday 31st December 2010 (New Year's Eve)	08:00—17:00
Saturday 1st January 2011 New Year's Day	CLOSED
Sunday 2nd January 2011	08:00—20:00
Monday 3rd January 2011 onwards	08:00—20:00

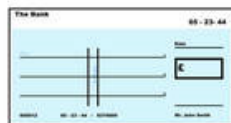
Changes to Terms and Conditions

A lot of customers still have our old leaflets from December 2009 so we wanted to use this space to tell you about some of the services that we have changed since then.



Fill a Bag Full of Ironing for £35.00 (NOW CANCELLED)

We found that this service was not used very often as customers did not usually accrue enough ironing to make using this service worthwhile. For this reason we decided to withdraw this service and only charge for individual items.



Payment Methods

We regret that we are no longer able to accept cheques as a method of payment for amounts under £50.00. If a cheque is appropriate, all cheques must be made out to **Laura Morton**. We continue to accept cash for all amounts.

Future changes to our Terms and Conditions will always be added to our website first, so please check www.pressedfortimeironing.com for up-to-date price lists and details of services offered.

Help Us To Help You

How To Get The Best Out Of Your Ironing

Hints and Tips

- Use of a tumble dryer can cause creases that are hard to remove.
- The drier your ironing is by the time it reaches us, the more difficult it will be to give a good, crease-free finish.
- Hanging items such as shirts as soon as they are washed and giving them to us on the hanger will ensure a better finish.
- Where hanging items is not appropriate, folding dry garments neatly will ensure that they stay crease-free for longer.

Upgraded Ironing System

We have now upgraded our irons to professional systems so we are able to provide customers with a higher standard of service. If there are still creases that our irons are unable to remove, this is usually an indication that the garment had dried out too much before reaching us.

If, despite our best efforts, we are unable to iron your item to our usual high standard, we will include a Quality Advice Note with your ironing to give an indication of the problem.

Please note that we are unable to give full or partial refunds for customer satisfaction reasons if a Quality Advice Note has been included with your ironing.

Help Us To Help You

Presentation Of Your Ironing

Help us to Help the Environment!

We cover all ironing in plastic garment covers to protect them during transportation and also to help keep items crease-free for longer. If removed from the garments correctly, these covers can be reused many times over.

We have noticed an increase in the amount of covers being used each week and would like to request that customers reuse their covers where possible.

When ordering a collection of ironing, please include any plastic covers from your previous delivery in with your items. Reusing these covers will help to protect the environment and also keep costs down for us, which in turn can be passed on to our customers.

We will be reviewing the situation in 2011 and may deem it necessary to either withdraw the use of plastic covers fully or to introduce a surcharge for this service.

To Hang or not To Hang...

May we remind customers that if they require their shirts or other items to be hung, they will need to include the correct amount and size (adult or child) of hangers with their ironing.

Unfortunately we do not have enough space to store a lot of spare hangers and are therefore unable to provide any of our own. All items for which a hanger is not provided will be returned to the customer folded.

Our Commitments to You

Your Items are in Safe Hands

We would like to reassure old customers and inform new customers that as part of our commitment to you, all of your items are ironed in a completely pet and smoke-free environment.

We treat every item with as much care as if it was our own and after being ironed, items are stored in protective plastic coverings away from our main living areas.

When transporting your ironed items back to you, we only ever use clean and safe vehicles to ensure that your items arrive back to you in perfect condition.

Our Availability

Pressed For Time Ironing have recently taken on a commercial ironing contract with a wedding linen hire company. This means that we can be exceptionally busy during the summer months, which are their busiest times.

Currently, we iron for them on Wednesdays, Thursdays and Fridays. This means that we may have limited availability for domestic customers on these days. Whilst we will try to fit in some delivery and collection times on these days, we will be able to devote more time to domestic ironing on Mondays, Tuesdays, Saturdays and Sundays.

The days spent ironing for the wedding linen company may change over the next few months and we will of course inform customers via our website and our next newsletter should that be the case.

Help Us To Help You

Delivery Of Your Ironing

Storage

Storage at our premises is very limited. If you have arranged to collect items from our premises and fail to do so on the arranged day, an extra charge of £5.00 will be applied for storage of your ironing.

This charge also applies should we need to store your items for over 24 hours due to a failed delivery attempt (i.e. You are unavailable at the time of delivery despite it having been pre-arranged.)

Please could we ask that customers only arrange a collection of ironing if they will be able to receive delivery of their ironing within 48 hours.

This ensures that there is always room for customers ironing to be stored cleanly and safely and that no customers have to be turned away due to lack of storage space.

General Notes on Delivery

As we offer free collection and delivery of your ironing as part of our friendly and efficient service, we like all customers to be able to make use of this convenience.

Unless there are exceptional circumstances (e.g. You require your ironing back at a specific time that we are unable to make a delivery and are unable to be available at any other time), we would like to encourage customers to make use of the free collection and delivery service that we provide and not feel that they have to deliver to or collect from our premises.

Our Current Price List

Price per item of clothing (adult)	£1.00 per item
Price per item of clothing (baby/child)	£0.50 per item
Towels (bath/hand/tea)	£0.50 per item
Tablecloths	£1.50 per item
Pillow cases	£0.50 per item
Single sheets/duvet covers	£1.50 per item
Double sheets/duvet covers	£2.00 per item
King size sheets/duvet covers	£2.50 per item
Super King/Queen size sheets/duvet covers	£3.00 per item

All prices are subject to change without prior notice. Please check our website www.pressedfortimeironing.com regularly for details of all price changes.

Help Us To Help You

Delivery Of Your Ironing

Delivery Charges

We continue to offer **FREE** collection and delivery of all ironing within Oxfordshire. There is a minimum order value of £10.00 for all customers.

If we call to deliver your ironing at the pre-arranged time and no one is home, we will charge a call-out fee of £5.00 to cover the cost of making the re-arranged journey.

If we have pre-arranged a collection or delivery time with you and you are unable to keep to this time slot for any reason, please give us as much notice as possible as we may be able to offer this time slot to another customer.

Parking

If you are aware that parking is usually a problem outside your house, please could we ask that you have your ironing ready for the pre-arranged collection time or that you are available ready to receive your ironing at the pre-arranged delivery time.

This will avoid us having to wait, often having parked awkwardly in the road causing an obstruction to other road users.



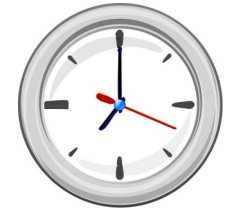
Help Us To Help You

Delivery Of Your Ironing

Special Requirements

If you have certain garments that require ironing in a special way or in a different way to your other items, please could we ask that these are grouped together before collection and labelled with any specific requirements.

Often we have to collect two or three customers' loads in one journey, so if customers tell us about their special requirements verbally, it may be difficult to recall each individual requirement at the time of ironing.



Out of Hours Charges

We do not undertake collections or deliveries out of hours (before 8am or after 8pm). If we have arranged a collection or delivery time before 8pm (e.g. 7:45pm) and we have to wait until after 8pm for you to be available, an extra charge of £10.00 will be added to your bill for that particular load.

This also applies to customers collecting ironing from our premises who do not arrive until after 8pm for whatever reason.

Hopefully, by operating 12 hours a day, we have collection and delivery times available to suit everybody. This charge has been introduced to ensure that our family time after working hours is protected.