

1. Introduction

Welcome to Mr. Darcy Downpour's Wax Jacket Reproofing Service. By using our services, you agree to comply with and be bound by the following terms and conditions. These terms are designed to ensure a clear understanding of the processes, responsibilities, and expectations involved in our service provision.

2. Service Description

Mr. Darcy Downpour specializes in the reproofing of wax jackets, a process that includes several detailed steps to ensure the best results. This service involves:

- Brushing: Thoroughly brushing the jacket to remove dust, mud, and any other surface debris.
- Heating: Gently heating the jacket to prepare the fabric for wax application.
- Waxing: Applying a high-quality wax evenly across the jacket.
- Melting: Melting the wax into the fabric to ensure deep penetration and uniform coverage.
- Quality Control: Inspecting the jacket for any irregularities or missed spots and reapplying wax if necessary.
- Drying: Allowing the jacket to dry in a warm environment to ensure the wax sets properly.

Our goal is to restore the jacket's waterproof qualities and prolong its life, maintaining both its functionality and appearance.

3. Service Area

Currently, our reproofing services are only available within the borders of the Kingdom of Norway. We hope to expand our service area in the future and will update our customers accordingly.

4. Order Process

Submission: Customers must complete a service request form, which can be found on our website or at our physical location. This form requires details about the jacket and the desired service.

Confirmation: After receiving your completed form, we will review the information, confirm the service details, and arrange a pickup date for your jacket.

Pickup and Delivery: We will collect your jacket on the agreed date and deliver it back to you after the reproofing process is complete. Both pickup and delivery are coordinated to ensure convenience for our customers. We use third-party delivery services for pick-up and delivery. If possible, we do-pick up and delivery ourselves.

5. Pricing and Payment

Pricing: The prices for our reproofing services are listed on our website. These prices may vary based on factors such as the size, condition, and specific requirements of the jacket.

Payment: Payment is required upon confirmation of the order. We accept various payment methods, including credit/debit cards and online transfers. Detailed payment instructions will be provided during the order confirmation process.

6. Turnaround Time

The typical turnaround time for our reproofing service is 5 days from the pickup date. However, this timeframe may vary depending on factors such as our current workload, the specific requirements of the jacket, and any unforeseen delays. We will communicate any changes in the expected turnaround time to our customers promptly.

7. Care and Maintenance Post-Reproofing

After your jacket has been reproofed, it is essential to follow the care instructions provided to maintain its condition. Proper care will help ensure the longevity and effectiveness of the reproofing. These instructions will include guidelines on storage, cleaning, and future reproofing needs.

8. Limitation of Liability

Damage: While we exercise the utmost care in handling your jacket, Mr. Darcy Downpour cannot be held responsible for any damage that may occur during the reproofing process, except in cases of gross negligence.

Loss: In the unlikely event of loss, our liability is limited to the declared value of the jacket or the service fee paid, whichever is lower. We recommend that customers insure their jackets if they have a high value.

9. Cancellations and Refunds

Cancellations: Orders can be cancelled within 24 hours of confirmation for a full refund. After this period, cancellations may not be possible if the service process has already begun.

Refunds: Refunds are not provided for completed services unless there is a clear failure to meet the agreed service standards. Any claims for refunds must be submitted within 7 days of receiving the jacket back.

10. Privacy Policy

We are committed to protecting your privacy and personal information. Our Privacy Policy outlines how we collect, use, and protect your data. By using our services, you agree to the terms of our Privacy Policy, which is available on our website.

11. Amendments to Terms and Conditions

Mr. Darcy Downpour reserves the right to amend these terms and conditions at any time. Any changes will be posted on our website and will take effect immediately upon posting. Customers are encouraged to review the terms and conditions periodically to stay informed of any updates.

12. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of the Kingdom of Norway. Any disputes arising from or related to these terms will be subject to the exclusive jurisdiction of the Norwegian courts.

13. Contact Information

For any questions or concerns regarding our services or these terms and conditions, please contact us.

Mr. Darcy Downpour
support@darcydownpour.com

By using our services, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions.