

# Customer Terms of Service

Effective Date: October 2025

Last Updated: 11 April 2026

These Terms of Service (“**Terms**”) constitute a legally binding agreement between the User (“**Customer**”, “**you**”, or “**your**”) and **WashPane Ltd (Company Number 16771145)** (“**WashPane**”, “**we**”, “**us**”, or “**our**”), a company incorporated in the United Kingdom. These Terms govern the use of the WashPane Platform and all related services made available by WashPane to Customers.

By accessing or using the WashPane Platform in any capacity as a Customer, you agree to be bound by these Terms. If you do not agree to these Terms, you must not access or use the Platform.

## 1. Scope of Agreement

### 1.1. These Terms apply to all use of the WashPane Platform by Customers, including but not limited to:

- a) Creating and managing service requests (“Jobs”);
- b) Receiving and reviewing offers (“Quotes”) from independent service providers (“Contractors”);
- c) Accepting Quotes and entering into contractual arrangements for the performance of services; **and**
- d) Communicating with Contractors and using all related Platform features.

1.2. WashPane operates solely as a facilitator and intermediary Platform. WashPane does not provide services directly and is not a party to any contract formed between Customers and Contractors.

1.3. These Terms incorporate by reference the WashPane Privacy Policy, Acceptable Use Policy, and Platform Policy, each of which forms part of this agreement and is binding upon the Customer.

## 2. Definitions

2.1. Unless otherwise stated, the following terms shall have the meanings set out below:

**“Platform”**: The WashPane website, application, and all associated systems, tools, and services provided by WashPane Ltd.

**“Customer”**: A registered User who creates and manages Job listings on the Platform.

**“Contractor”**: An independent individual or business that submits Quotes and performs Services requested through the Platform.

**“Job”**: A service request created by a Customer on the Platform, including all associated details, availability, and requirements.

**“Quote”**: A time- and price-specific offer submitted by a Contractor in response to a Job.

**“User”**: Any person registered on or using the Platform, whether as a Customer or Contractor.

**“Account”**: The registered user profile and associated credentials required to access and use the Platform.

**“Services”**: The cleaning or related tasks performed by a Contractor pursuant to an agreement between the Customer and Contractor.

**“Scheduled Service Window”**: The time slot during which the Job is to be performed, as selected by the Customer. Jobs may be scheduled for either a “morning” or “afternoon” window, as defined by WashPane.

**“Cancellation Cut-Off Time”**: The latest time by which a Job must be cancelled to remain eligible for a refund, as specified in the Platform Policy.

**“Stripe Fees”**: The card processing and payout fees levied by Stripe for payments and transfers conducted through the Platform.

**“Refund Eligibility Window”**: The time-based conditions under which a cancellation may qualify for a full or partial refund under Section 3 of the Platform Policy.

### **3. Eligibility and Account Creation**

#### **3.1. Eligibility Criteria**

3.1.1. Use of the Platform as a Customer is strictly limited to individuals who meet the following eligibility requirements:

- a) The individual must be at least eighteen (18) years of age and possess the capacity to enter into binding contracts under the jurisdiction of England and Wales.
- b) The individual must not be subject to any suspension or prohibition from accessing the Platform by WashPane, whether current or past.
- c) The individual must not create an Account on behalf of another person or entity without proper authorisation.

3.1.2. WashPane reserves the right to refuse registration or access to the Platform at its sole discretion.

3.1.3. By creating an Account and using the Platform, the Customer represents and warrants that they meet all eligibility requirements set out in this section. Any breach of this warranty may result in immediate suspension or termination of the Account and may give rise to liability for any loss or damage suffered by WashPane.

### **3.2. Account Registration**

3.2.1. To access the Platform as a Customer, the Customer must create an Account by providing accurate, complete, and current information, including but not limited to:

- a) Full legal name;
- b) Email address;
- c) Contact information;
- d) Password or authentication credentials; and
- e) Any additional information as required by WashPane from time to time.

3.2.2. The Customer represents and warrants that all information submitted during registration and at all other times is true, accurate, and not misleading.

### **3.3. Account Security**

3.3.1. The Customer is solely responsible for maintaining the confidentiality of their login credentials and for all activity conducted through their Account. The Customer agrees to:

- a) Immediately notify WashPane of any unauthorised access or use of their Account;
- b) Use reasonable measures to secure access to their Account; and
- c) Not allow any third party to access or use their Account.

3.3.2. WashPane shall not be liable for any loss or damage arising from the Customer's failure to maintain the security of their Account.

### **3.4. Account Suspension and Termination**

3.4.1. WashPane may, at its sole discretion, suspend, restrict, or terminate a Customer's Account or access to the Platform at any time, with or without notice, including but not limited to circumstances where:

- a) The Customer has violated these Terms or any incorporated policy;
- b) There is reasonable suspicion of fraud, misuse, or abuse of the Platform;
- c) Continued use of the Account would present a legal, operational, or reputational risk to WashPane or other Users.

- 3.4.2. Upon termination, the Customer will no longer have access to their Account or any data or content stored therein, except as required by law or stated in the Privacy Policy.

## **4. Platform Use and Responsibilities**

### **4.1. Restrictions on Use**

- 4.1.1. The Customer shall not, directly or indirectly:
- a) Copy, reproduce, distribute, republish, display, modify, or create derivative works from any part of the Platform, except as expressly permitted by WashPane;
  - b) Reverse engineer, decompile, or attempt to extract source code from any portion of the Platform;
  - c) Use automated means (including bots, crawlers, scrapers, or scripts) to access, monitor, or interact with the Platform;
  - d) Circumvent, disable, or otherwise interfere with any security or access control features of the Platform;
  - e) Access or use the Platform for any purpose other than those expressly permitted by these Terms; and
  - f) Use the Platform to build a competing product or service.
- 4.1.2. Any unauthorised use of the Platform shall constitute a material breach of these Terms and may result in immediate suspension or termination of the Customer's Account.

### **4.2. Ownership and Reservation of Rights**

- 4.2.1. All rights not expressly granted to the Customer under these Terms are reserved by WashPane. The Platform, including all content, software, interfaces, and design elements, is and shall remain the exclusive property of WashPane and its licensors.
- 4.2.2. Nothing in these Terms shall be construed to confer any rights, title, or interest in or to any intellectual property owned or controlled by WashPane, except as expressly set out herein.

### **4.3. User Responsibilities (Customer Role) –**

#### **4.3.1. Accurate and Lawful Job Postings**

- 4.3.1.1. The Customer shall ensure that all Job postings submitted via the Platform are lawful, accurate, and not misleading. Each Job must include complete and truthful information, including:
- a) The nature of the Services requested;

- b) The type and condition of the relevant property;
  - c) The number of windows or equivalent work units (if applicable);
  - d) Any known hazards or access limitations; and
  - e) Location and availability details, including time preferences.
- 4.3.1.2. The Customer is solely responsible for the content of any Job they create and for ensuring that it complies with applicable laws, regulations, and these Terms.

#### **4.3.2. Engagement with Contractors**

- 4.3.2.1. The Customer agrees to:
- a) Review Quotes in good faith and only accept Quotes for which they intend to proceed with the Services;
  - b) Communicate respectfully and honestly with Contractors;
  - c) Make the property accessible at the agreed time and in suitable condition for the performance of Services; and
  - d) Not cancel Jobs without valid reason once a Quote has been accepted, except as permitted under the Platform Policy.
- 4.3.2.2. The Customer acknowledges that once a Quote is accepted, a separate contractual relationship is formed directly between the Customer and the selected Contractor. WashPane is not a party to that agreement and bears no responsibility for its performance.

#### **4.3.3. Compliance with Platform Rules**

- 4.3.3.1. The Customer shall at all times:
- a) Use the Platform in accordance with these Terms, the Acceptable Use Policy, and any additional rules or procedures communicated by WashPane;
  - b) Not create multiple Accounts without written permission from WashPane; and
  - c) Not engage in any conduct intended to manipulate Contractor pricing, availability, or quoting behaviour.



## **5. Platform Functionality and Matching**

### **5.1. Nature of the Platform**

- 5.1.1. The Platform is an online marketplace that facilitates the submission of service requests (“**Jobs**”) by Customers and the provision of price and availability offers (“**Quotes**”) by independent Contractors. WashPane does not itself perform any Services and is not a party to any contract for Services between Customers and Contractors.
- 5.1.2. The Platform is provided solely as an intermediary and administrative tool to assist in the formation of agreements between Users. WashPane does not guarantee the performance, quality, safety, or legality of any Services, nor the conduct or identity of any Contractor.

### **5.2. No Guarantee of Contractor Availability**

- 5.2.1. While the Platform is designed to enable Customers to receive multiple Quotes from available Contractors, WashPane makes no representations or warranties that:
  - a) Any Job will receive a Quote;
  - b) Any Contractor will be available in the Customer’s location or preferred timeframe;
  - c) Any particular Contractor will be assigned or matched to a Job; or
  - d) Any Contractor Quote will meet the Customer’s price expectations or requirements.
- 5.2.2. The Customer acknowledges and accepts that Platform functionality depends on various external factors, including Contractor availability, location data accuracy, User activity, and internet access.

### **5.3. Formation of Contract Between Users**

- 5.3.1. When a Customer accepts a Quote submitted by a Contractor and completes payment through the Platform, a binding agreement is formed between the Customer and the Contractor for the performance of the Services.
- 5.3.2. WashPane is not a party to this agreement and does not act as an agent, employer, or Contractor of either party.
- 5.3.3. The terms of such agreement are governed by the information submitted through the Platform (including the Job and Quote details), subject to any lawful additional terms agreed between the Customer and Contractor.

#### **5.4. Ratings and Reviews**

- 5.4.1. The Platform may allow Customers to leave ratings, reviews, or feedback in relation to Contractors following the completion of a Job.
- 5.4.2. Any ratings, reviews, or feedback are provided by Customers based on their individual experiences and do not represent the views of WashPane.
- 5.4.3. WashPane does not independently verify the accuracy of any ratings or reviews and shall not be responsible for any reliance placed on such content. WashPane does not endorse, recommend, influence, or prioritise any Contractor based on ratings or reviews.
- 5.4.4. Ratings and reviews are provided for informational purposes only and should not be considered a recommendation, endorsement, or guarantee of any Contractor's performance.

#### **5.5. No Endorsement or Vetting**

- 5.5.1. WashPane does not guarantee, endorse, or warrant the qualifications, licensure, insurance coverage, or capability of any Contractor. While certain onboarding checks may be conducted by third-party service providers (such as identity verification through Stripe), WashPane does not independently verify a Contractor's legal or professional compliance, including any certifications, permits, or insurance coverage required to perform the requested Services.
- 5.5.2. The Customer is solely responsible for assessing the suitability of any Contractor prior to accepting a Quote or engaging in any agreement.

### **6. Payments and Fees**

#### **6.1. Payment Processing**

- 6.1.1. All payments made through the Platform are processed by a third-party payment provider, currently Stripe Payments Europe, Ltd. ("**Stripe**"). By making a payment through the Platform, the Customer agrees to be bound by Stripe's applicable terms and policies, including the Stripe Services Agreement (available at: <https://stripe.com/gb/legal/ssa>).
- 6.1.2. WashPane does not collect or store credit card information and is not responsible for the processing of payments, chargebacks, or failures in Stripe's systems or services.

## **6.2. Payment Obligations**

- 6.2.1. The Customer agrees to pay the full amount specified in any Quote accepted through the Platform, including any applicable taxes and Platform service fees.
- 6.2.2. At the point of Quote acceptance, the Customer will be redirected to a secure Stripe-hosted checkout session, where they will be required to enter valid payment details. Payment is processed at the time of acceptance, and a Job is created upon successful payment.
- 6.2.3. The Customer acknowledges and agrees that:
  - a) They must ensure that sufficient funds are available at the time the payment is processed;
  - b) WashPane is not responsible for any failed or declined payments caused by insufficient funds or invalid payment credentials; and
  - c) The payment method provided will be used to process the payment associated with the accepted Quote in accordance with Stripe's terms.
- 6.2.4. For further information regarding the payment process, including timing, methods, and charging conditions, please refer to our Platform Policy.

## **6.3. Platform Fees**

- 6.3.1. WashPane may apply a service fee or commission on transactions processed through the Platform. Such fees are included in the total Quote amount presented to the Customer during the checkout process. The Customer will not be charged any additional Platform service fees beyond the total amount agreed at the point of Quote acceptance.
- 6.3.2. The method of calculation and the current Platform fee structure are further detailed in the Platform Policy.
- 6.3.3. Fees are non-refundable except where explicitly stated otherwise in the Platform Policy.

## **6.4. Taxes**

- 6.4.1. All prices displayed to the Customer on the Platform, including Quote amounts and any applicable service fees, are inclusive of any value-added tax (VAT) or similar indirect taxes, where applicable. The Customer will not be required to calculate or remit any additional taxes beyond the agreed price shown at the time of Quote acceptance.
- 6.4.2. Contractors are responsible for determining and complying with their own tax obligations, including any VAT registration, invoicing, or reporting requirements under applicable law. WashPane does not provide tax advice or act as a tax agent for any User.

6.4.3. Customers with questions regarding their own tax position are advised to consult an independent tax advisor.

## **7. Cancellations and Refunds**

7.1. The rules governing cancellations and refund eligibility are set out in the Platform Policy, which forms part of these Terms.

7.1.1. The Customer acknowledges and agrees that:

- a) Not all cancellations will result in a refund;
- b) Refund requests will be assessed in accordance with the conditions and timeframes specified in the Platform Policy; and
- c) In certain cases, deductions or fees may apply to cover costs incurred in processing the transaction.

7.1.2. WashPane will determine refund eligibility in accordance with the Platform Policy. WashPane reserves the right to make reasonable determinations in circumstances not expressly covered by the Platform Policy.

## **7.2. Refunds and Disputes**

### **7.2.1. Customer Responsibility for Dispute Resolution**

7.2.1.1. Any disputes or refund requests between Customers and Contractors shall be handled in accordance with the WashPane Platform Policy. WashPane's role is limited to facilitating resolution as described therein and, where necessary, coordinating any payment adjustments through Stripe. Nothing in this section affects any legal rights that either party may have under applicable UK law.

## **8. Prohibited Conduct**

### **8.1. General Conduct Expectations**

8.1.1. The Customer agrees to use the Platform in good faith and in accordance with these Terms, the Acceptable Use Policy, and all applicable laws and regulations. The Customer shall not engage in any conduct which, in the sole judgment of WashPane, constitutes misuse, abuse, or manipulation of the Platform or its features.

### **8.2. Examples of Prohibited Conduct**

8.2.1. Without limitation, the following conduct is expressly prohibited:

- a) Submitting Job postings that are false, misleading, or intended to gather quotes without any intention to proceed;
- b) Posting Jobs that involve unlawful, dangerous, or inappropriate activities;

- c) Circumventing or attempting to circumvent the Platform by engaging Contractors directly for off-Platform transactions;
  - d) Submitting reviews, messages, or content that is abusive, defamatory, harassing, discriminatory, obscene, or otherwise inappropriate;
  - e) Interfering with or disrupting the operation of the Platform or any User's access to it;
  - f) Creating multiple Accounts without authorisation, or impersonating another person or entity;
  - g) Engaging in any activity intended to manipulate Contractor availability, pricing, or Quote visibility; and
  - h) Accessing or attempting to access data, systems, or areas of the Platform without authorisation.
- 8.2.2. This list is non-exhaustive. Additional examples and enforcement provisions are set out in the Acceptable Use Policy, which forms part of these Terms.

### **8.3. Enforcement**

- 8.3.1. WashPane reserves the right to take any action it deems appropriate in response to a breach or suspected breach of this section, including but not limited to:
- a) Immediate suspension or termination of the Customer's Account;
  - b) Restriction of access to Platform features;
  - c) Reporting of unlawful behaviour to relevant authorities; or
  - d) Any other measures deemed necessary to protect the integrity of the Platform.
  - e) Seeking recovery of any losses or damages suffered by WashPane, enforcing any indemnity obligations under these Terms and pursuing any other legal remedies available under applicable law.
- 8.3.2. Enforcement decisions are made at WashPane's sole discretion and may be based on information available to it at the time of review.

## **9. User Content and License Grant**

### **9.1. Ownership of Content**

- 9.1.1. The Customer retains all rights, title, and interest in and to any content they submit to the Platform, including but not limited to Job descriptions, photographs, availability data, and other information ("User Content").

### **9.2. License to WashPane**

- 9.2.1. By submitting User Content to the Platform, the Customer grants WashPane a worldwide, non-exclusive, royalty-free, fully paid-up, transferable, and sublicensable licence to use, reproduce, modify, adapt, publish, display, distribute, and otherwise make such User Content available for the purposes of operating, improving, and promoting the Platform.
- 9.2.2. This licence shall continue for so long as the User Content is available on the Platform and, in respect of historical or archived uses (such as in email records, logs, or analytics), for such further period as reasonably required to fulfil business or legal obligations.

### **9.3. Content Standards**

- 9.3.1. The Customer shall ensure that all User Content submitted:
- a) Is accurate, lawful, and not misleading;
  - b) Does not infringe any copyright, trademark, trade secret, privacy, publicity, or other proprietary rights of any third party; and
  - c) Is not defamatory, obscene, abusive, threatening, or otherwise in breach of applicable laws or these Terms.
- 9.3.2. The Customer must ensure that any feedback, reviews, or communications submitted via the Platform are genuine, accurate, and based on their actual experience. Such content must not be false, misleading, disparaging, or defamatory towards WashPane, any Contractor, or any other User.
- 9.3.3. Any concerns or issues relating to a Job or the Platform must be raised promptly through the appropriate channels provided by WashPane or directly with the relevant Contractor where appropriate.
- 9.3.4. WashPane reserves the right to remove or disable access to any User Content which it, in its sole discretion, considers to be in breach of this section or inconsistent with the Platform's standards.

### **9.4. No Obligation to Monitor**

- 9.4.1. WashPane is not obligated to review, monitor, or moderate User Content. However, WashPane reserves the right to do so at any time and to remove or restrict access to any content that it deems to violate these Terms or the Acceptable Use Policy.

## **10. Warranties and Indemnity**

10.1. The Customer represents and warrants that:

- a) They own or otherwise have the necessary rights, licences, consents, and permissions to submit the User Content and to grant the licence set out in Section 9.2;
- b) The submission and use of the User Content in accordance with these Terms will not infringe or violate the rights of any third party or any applicable law.
- c) To the fullest extent permitted by law, the Customer agrees to indemnify, defend, and hold harmless WashPane and its affiliates, officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, and expenses (including reasonable legal fees) arising out of or in connection with any breach of this Section 10.

## **11. Platform Rights and Enforcement**

### **11.1. Right to Modify or Suspend the Platform**

11.1.1. WashPane reserves the right to modify, suspend, or discontinue any part of the Platform or its functionality at any time, with or without notice. This includes the right to implement changes to features, User interface, pricing structures, technical infrastructure, or access permissions.

11.1.2. WashPane shall not be liable for any loss or inconvenience arising from any such modification or suspension, provided it does not constitute a breach of these Terms.

### **11.2. Investigations and Monitoring**

11.2.1. Monitoring and fraud controls are applied as set out in the Platform Policy.

### **11.3. Enforcement and Account Action**

11.3.1. WashPane may, at its sole discretion and without prior notice, take any action it deems appropriate in response to a breach or suspected breach of these Terms, including but not limited to:

- a) Issuing warnings or Account notices;
- b) Restricting access to certain features;
- c) Temporarily or permanently suspending the Customer's Account;
- d) Cancelling Jobs or removing posted content; and
- e) Reporting conduct to law enforcement or regulatory authorities.

11.3.2. Enforcement actions may be taken based on information obtained from User reports, internal monitoring, or third-party sources. WashPane's decisions under this section are final and not subject to appeal.

## **12. Disclaimers and Limitation of Liability**

### **12.1. Platform Provided "As Is"**

12.1.1. The Platform is provided on an "as is" and "as available" basis. WashPane makes no warranties or representations, express or implied, regarding the reliability, availability, accuracy, completeness, or fitness for a particular purpose of the Platform or its functionality.

12.1.2. WashPane does not warrant that the Platform will be secure, uninterrupted, error-free, or free of viruses or other harmful components.

### **12.2. No Guarantee of Service Outcomes**

12.2.1. WashPane does not guarantee that any Job will receive a Quote, that a Contractor will be available or willing to provide Services, or that any accepted Quote will result in the satisfactory or timely performance of Services.

12.2.2. The Customer acknowledges that all Services are performed by independent Contractors who are not employed, managed, supervised, or controlled by WashPane in any capacity. WashPane does not verify or guarantee the qualifications, licensure, insurance coverage, experience, or capability of any Contractor, and makes no warranties in relation to the quality, suitability, legality, or outcome of the Services.

12.2.3. To the fullest extent permitted by law, WashPane shall not be liable for any injury, loss, damage, delay, failure, or other harm arising out of or related to the acts or omissions of a Contractor, or the Customer's engagement with a Contractor through the Platform.

### **12.3. Limitation of Liability**

12.3.1. To the fullest extent permitted by law, WashPane shall not be liable to the Customer for any:

- a) Loss of profits, income, business, or anticipated savings;
- b) Indirect, incidental, special, or consequential damages;
- c) Loss or corruption of data, loss of goodwill, or reputational harm;
- d) Losses arising from the Customer's reliance on the availability, suitability, or conduct of any Contractor.

12.3.2. Where WashPane is found to be liable notwithstanding the exclusions above, the total aggregate liability of WashPane to the Customer shall in no event exceed the total amount paid by the Customer to WashPane in Platform fees (excluding amounts paid to Contractors) in the twelve (12) months preceding the event giving rise to the claim.

12.3.3. Nothing in these Terms shall exclude or limit WashPane's liability for death or personal injury caused by negligence, fraud or fraudulent

misrepresentation, or any other liability which cannot be excluded or limited under applicable law.

12.3.4. The Customer acknowledges that Contractors are independent service providers and are solely responsible for maintaining any appropriate insurance coverage in connection with the Services they provide. The Customer is responsible for making their own enquiries as to whether a Contractor holds valid insurance prior to the performance of any Services. WashPane does not verify or guarantee that any Contractor holds insurance.

#### **12.4. Force Majeure**

12.4.1. WashPane shall not be liable for any failure or delay in performing its obligations under the Agreement to the extent that such failure or delay is caused by a force majeure event which shall mean any event beyond a party's reasonable control, including but not limited to lock outs, strikes or other industrial disputes (whether involving its own workforce or a third party's), failure of energy sources or transport network, acts of God, terrorism, riot, interference by civil or military authorities, national or international calamity, armed conflict, malicious damage, breakdown of plant or machinery, chemical or biological contamination, explosions, collapse of building structures, fires, epidemics, pandemics, flood or other extreme adverse weather conditions, failure of communications network or default of suppliers.

### **13. Supplemental Terms & Modifications**

#### **13.1. Additional Policies and Terms**

13.1.1. From time to time, WashPane may introduce additional policies, guidelines, or terms that apply to specific features, services, promotions, or User roles. Such supplemental terms shall form part of these Terms where referenced and will be clearly identified as applicable.

13.1.2. In the event of a conflict between these Terms and any supplemental terms, the supplemental terms shall prevail only with respect to the matters they explicitly govern.

#### **13.2. Changes to These Terms**

13.2.1. WashPane reserves the right to modify these Terms at any time. We will provide reasonable notice of any material changes, which may include

posting an updated version on the Platform, notifying Users via email, or displaying an alert on login or at point of use.

13.2.2. Unless otherwise stated, updated Terms will take effect immediately upon publication. Continued use of the Platform after such changes constitutes acceptance of the revised Terms.

13.2.3. If you do not agree to the updated Terms, you must discontinue your use of the Platform and close your Account.

### **13.3. No Right to Assignment**

13.3.1. You may not assign or transfer your rights or obligations under these Terms without prior written consent from WashPane. WashPane may assign or transfer its rights and obligations freely in connection with any merger, acquisition, sale of assets, or other business restructuring.

## **14. Jurisdiction**

14.1. These Terms, and any non-contractual obligations arising out of or in connection with them, shall be governed by and construed in accordance with the laws of England and Wales.

14.2. The courts of England and Wales shall have exclusive jurisdiction to hear and determine any dispute or claim arising out of or in connection with these Terms, including any question regarding their existence, validity, or termination.

14.3. If you are a Consumer residing in another part of the United Kingdom, you may also bring proceedings in your local courts, as required by applicable consumer protection legislation.

## **15. Severability**

15.1. If any provision of these Terms is held to be invalid, unlawful, or unenforceable by a court of competent jurisdiction, such provision shall be severed, and the remainder of the Terms shall remain valid and enforceable to the fullest extent permitted by law.

## **16. No Waiver**

16.1. The failure or delay of WashPane to enforce any right or provision under these Terms shall not constitute a waiver of such right or provision, nor shall any single or partial exercise of any right preclude any other or further exercise thereof.

## **17. Entire Agreement**

- 17.1. These Terms, together with the Acceptable Use Policy, Privacy Policy, and Platform Policy (each of which forms part of this agreement by reference), constitute the entire agreement between WashPane and the Customer in relation to the use of the Platform, and supersede all prior understandings, communications, or agreements (oral or written).
- 17.2. No other terms, conditions, warranties, or representations shall be binding unless expressly agreed in writing by WashPane.

## **18. Contact & Notices**

- 18.1. If you have questions, concerns, or complaints about these Terms, or wish to contact us for any legal or formal reason, you may do so via the following:

### **WashPane Ltd**

**Company number:** 16771145

**Email:** Legal@Washpane.com

**Postal Address:** 128 City Road, London, United Kingdom, EC1V 2NX

We aim to respond to all enquiries within a reasonable timeframe.

### **Legal Notices**

Unless otherwise specified in these Terms, all legal notices must be sent to the email above. WashPane may also send notices to you via the email address associated with your Account, or by displaying notifications on the Platform.