

Dry Cleaning Service

including Laundry, Shoemaker and Tailor Service

First time login

1. Go to <https://booking.byensrens.dk/>
2. Fill in the Credentials for the location you are based at
3. Create your personal User Account for future use



How to order

- ✓ Go to <https://booking.byensrens.dk/>
- ✓ Login with your personal credentials
- ✓ Price list and order form can be found in the menu on the left
- ✓ Fill in the order form and press Add to basket
- ✓ You can add a message to your order before proceeding to "Go to payment"
- ✓ Complete and pay the order - Visa, Mastercard, MobilePay, ApplePay and GooglePay are all accepted

Handing in your clothes:

- ✓ Print your order and place the slip in a Green Byens Rens bag together with clothes - no hangers or suitbags
- ✓ Place the order at the pickup location before 08.00AM on the pickup day
- ✓ The order will be collected and returned
- ✓ You will receive a text message when the order is returned and ready for pickup

Change location on User Profile

If you have created your User Profile at one location and move to a new location you must create a completely new User Profile with the credentials of the new location you wish to use. Your User profile is locked and cannot be changed to other locations.

Please do not write a different delivery address in the order comment. The delivery address is locked to the User Profile you have logged in with.

Customer Service (Mon-Fri from 08.00 - 16.00)

Mail kundeservice@byensrens.dk

Phone [+45 75 92 43 50](tel:+4575924350) - choose Option 3

Terms & Conditions:

Please note that Byens Rens is not liable for items that have not been registered on your order, unless otherwise agreed.

No stain guarantee: There is no guarantee that all stains can be removed. It is recommended that you review any stains and adjust expectations prior to submission. Even if all stains are not removed, full price must be paid for the service. In the event of a complaint about unremoved stains, the clothes are cleaned again without charge at the customer's own risk.

Care label instruction: Byens Rens is responsible for following the manufacturer's care instructions (ISO 3758:12). If the clothes change character, Byens Rens can only be held responsible if the instructions are not followed. If there are no instructions, it is the customer's responsibility to carry out the cleaning. In the event of a change in character, you as a consumer must contact the place where you purchased the item, as you are covered under general right of complaint, when the instructions have been followed and the dry cleaner can document this.

Zipper, buttons, etc.: Byens Rens does not guarantee damage to zippers, buttons, hooks, beads, stickers, cords, sequins, rubber trim or padding and other accessories, as well as broken synthetic fibers or faded colors.

For complete set of Terms and Condition please see: <https://www.byensrens.dk/om-os/vilkaar-og-betingelser/>

