

Terms and Conditions

Rest assured; your satisfaction is our priority. In fact, we treat your laundry as if it were our own, however we still need to agree to some rules to ensure that there are no misunderstandings about EZ Wash Laundry (referred to as "we," "us," "our", or "EZ Wash Laundry") or your obligations. By using our service, you acknowledge and accept the following Terms and Conditions.

Wash-and-Fold Laundry Terms

Suitability for Laundering

By using our service, you agree that your clothes are suitable to be washed in water, on a normal cycle, and dried using heat in a tumble dryer. We cannot be responsible for any damage to clothing that is not suitable for this standard laundering process. Similarly, we reserve the right to refuse to service items that we feel will be hazardous to our staff or charge an additional fee for such items (example: heavily soiled with human or animal waste). This is for the health and safety of our team.

Damaged Laundry

We will do everything we can to avoid damaging your laundry. Unfortunately, there are limitations to what we can do. For example, we don't have time to check your pockets to see if you have left anything in them. Therefore, we can't be held responsible if something left in your laundry (like lipstick, chewing gum, or a pen) causes any damage. Similarly, if you call and tell us that you left your favorite bracelet, or anything else, in your pocket, we can't guarantee that we will find or return it.

All laundering processes, regardless of how gentle, cause normal wear and tear on clothing. As a result, we cannot be responsible for any wear and tear of laundry, including loss of buttons, fading, fatiguing, holes, or abrasions. Similarly, we reserve the right to decline cleaning any piece of laundry if we think it will lead to trouble.

Cleaning and drying laundry also creates other risks. We do not individually examine every garment prior to placing it in the laundry. Therefore, if something is "dry-clean only," or otherwise unsuitable for common washing and drying techniques, please do not include it in the laundry you give to us.

We wash all items together as our standard procedure. But if you divide your clothes into two separate bags before your pick-up, we can run two separate loads. Note that we do not separate clothes according to your instruction and ask that you do the separation and take responsibility for what's in each load. Along the same lines, we can't be held responsible for the re-disposition of colors (aka bleeding) or dimensional changes (aka shrinking or stretching).

Lost Laundry

We would love to be able to inventory every piece of laundry you give us. Unfortunately, it is cost-prohibitive for us to do so. As a result, we can't be held responsible for any lost laundry; we simply have no efficient way of verifying that we actually received any particular piece of laundry in the first place.

Rest assured though; we carefully track your clothes. For instance, we tag all our bundles with your name, and your clothes are never loose in our facility unless they're inside a machine, on the folding table, or in their own laundry cart waiting to be folded.

If you do believe you are missing something from your delivery, please notify us within 24 hours of receiving your clean clothes — we are much more likely to find misplaced laundry if it is reported early.

General Terms for All Services

Scheduling and Payment

You can schedule your appointment through our website www.ezcoinlaundry.com or you can call us at (360)949-7181. We require at least 24 hours' notice for appointments.

If you no longer want our service, simply let us know and we will cancel it at no additional charge. Although we truly hope you are satisfied with our services, once we have laundered your clothes, we cannot offer a refund.

To make life simpler, we round to the nearest pound when weighing your laundry to determine if you have met the required minimum fee (see below). Our weights are final. If you have not met the minimum fee, you will be charged the minimum fee for your service. Of course, we don't anticipate having any problems with our customers refusing to pay, but just in case, we reserve the right to hold your laundry hostage until we are paid in full.

Minimum Fee

You can send us any amount of laundry you choose, but all orders will be charged the minimum of \$20.00 for Drop off, and \$40.00 for Pickup/Delivery.

Remember, you're free to cancel any appointment up to 24 hours prior to the start of your delivery window, so if you don't have any laundry for us to wash on a particular week, please be sure to notify us more than 24 hours before your appointment time so we don't come to your address and charge you a no-show fee.

Pick-up and Delivery Scheduling

We will do our best to pick-up your laundry at the agreed upon time slot. We know that we won't have very many customers if we are late. We can't be held accountable if we are late for unforeseen circumstances. Similarly, we hope that you will strive to be on-time for our deliveries. If you do miss a pick-up or delivery, we will try to coordinate an alternate time as soon as possible.

A No Show is when we show up to your door, but you and your laundry aren't around. In the case of a No Show, we reserve the right to charge a **\$8 No Show fee**. Keep in mind, there's no fee if you cancel or reschedule more than 24 hours before the start of your delivery window. And because we value *your* time just as much, **we will credit you \$8 if our driver shows up late**. No questions asked.

Unattended Pick-up and Delivery

If you request that we leave your laundry unattended (e.g., on your porch, in a hallway, or in your foyer) or with a third party (e.g., with a doorman or a neighbor), we are not responsible for your laundry before we have picked it up or after we have dropped it off. You also agree that our records of pick-up and drop-off times are true and accurate.

Allergies

We use Free and Clear laundry detergents “hypoallergenic” for all our laundry customers. However, we do wash clothes in shared washing machines where other detergents may have been used, and it is possible that small amounts of other detergents, which may not be hypoallergenic, may not be completely rinsed out of these washing machines.

Miscellaneous

As our business changes, we may want to modify some of terms in this agreement. Therefore, we encourage you to check back frequently to familiarize yourself with any changes.

Although we think we are generally agreeable people, we recognize that EZ Wash Laundry and you may have a dispute. In this event, you agree that any legal action pertaining to this agreement, or EZ Wash Laundry generally, shall be conducted in the Courts of the Jurisdiction where the service was performed.