



Wash & Fold Service Policy

I. Scope

This policy applies to Wash & Fold service dropped off at our Cottage Grove location.

It does not apply to Laundry Drop, our prepaid weekly subscription pickup and delivery service. Laundry Drop is governed by its own Terms of Service, which the subscriber agrees to at signup. Where a Laundry Drop subscriber also uses walk-in Wash & Fold, this policy governs the walk-in order and the Laundry Drop Terms govern the subscription.

II. Pricing

	Consumer
Price	\$2.00 per pound
Wash & Fold Laundry Bag (required)	\$12
Delivery	Not available under this policy — see Laundry Drop
Standard Turnaround	2 business days
Rush Turnaround Fee	Within 24 hours= \$10

Minimums & Rounding: Pricing is by weight, rounded to the nearest 0.5 lb. Bags/hangers are excluded from weight.

Wash & Fold Laundry Bag: For hygiene, tracking, and safe transport, first-time Wash & Fold customers must purchase a reusable Starter Bag. Keep and reuse it: bring future orders in the bag—we'll wash the bag each time and return your clean items in a liner inside the same bag. If future orders do not get dropped off with the bag, a new bag will be issued at \$12.

Intake & Estimate: After we receive your items, we will weigh the laundry and inform you of the total cost based on weight. By leaving items, you authorize us to launder at posted rates.

Payment: Payment is due **in full before** laundered items are returned. Laundered items that remain **unpaid or unclaimed for 14 days** may be **donated**.

III. Customer Responsibilities

Special Care: We do not launder delicate, high-value, or sentimental items (e.g., heirlooms, wedding dresses). We are not responsible for these items if mistakenly put in bag for wash.

Sorting: We **do not sort articles** before washing. All items in a bag will be washed together. You may sort items prior to dropping them off by placing them in separate bags.

Shrink-Risk Items: Do **not** include garments at risk of shrinking (e.g., wool sweaters). We are **not responsible** for shrinkage or damage if such items are included.

Pockets & Accessories: Check all pockets and remove loose items (money, pens, phones, jewelry, etc.). We are **not responsible** for items left in pockets or any resulting damage because of those items.

Care Instructions: Provide any specific instructions (e.g., water temperature, unscented laundry soap, no fabric softener) through the **online form at drop-off**. Instructions apply to that order only. Please provide them at every drop-off — we do not carry preferences forward between orders.

IV. Operations & Handling

Default Care: Unless otherwise specified in writing, items are washed cold/warm and dried low/medium.

Colorfastness: We do not test for colorfastness and are not responsible for dye transfer from non-colorfast items.

Pre-Existing Condition: We are not responsible for pre-existing damage, weak seams, loose trims, missing buttons, or manufacturer defects revealed during cleaning.

Pre-Treatment: We do not provide any kind of pre-treatment (e.g. stain removal) prior to washing. Please spot treat items prior to drop off.



Inventory & Photos: Orders may be counted, weighed, and/or photographed at intake for quality control.

Refusals: We may refuse items that present health, safety, or equipment risk (e.g., mold/mildew, bedbugs, strong chemical/fuel odors, solvent contamination, bodily fluids).

Foreign Objects: We may remove/dispose of foreign objects found in pockets if they pose a risk; disposal or loss of such items is not our responsibility.

V. Detergents, Softeners & Sensitivities

Options: Upon request we can use fragrance-free, hypoallergenic, eco-friendly detergents, and your choice of softener (or none). Cross-contamination cannot be guaranteed. Instructions should be provided through the **online form at drop-off**.

Allergies: Customers with allergies/sensitivities should provide written instructions through the **online form at drop-off**. We are not liable for reactions.

VI. Service Scope & Pricing Details

Turnaround (Consumer): Standard turnaround is two business days. Rush service (24 hours, and when available) adds \$10 per order.

Specialty Items: Bulky/specialty items (comforters, blankets, pillows, rugs, sleeping bags, etc.) are priced **per piece**, not by weight, based on the table below. For bulky/specialty items not listed below, we will communicate a custom price prior to washing.

Item	Price	Note
Comforter	\$25	
Blanket	\$15	
Duvet Cover	\$15	Remove insert
Washable Rug	\$10	
Mattress Pad/Toppers	\$25	
Pillow	\$20	
Sleeping Bag	\$15	
Pet Bed	\$20	Non-memory foam



Horse Blankets	\$25	Per blanket
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Surcharges: Heavy soil, excessive pet hair, odors, biohazards, or excessive sorting may incur a surcharge of \$10 at our discretion.

VII. Quality, Loss & Damage

Items We Do Not Wash: We do not launder dry-clean-only items, shoes, or memory foam (including memory foam pet beds and toppers).

Refusals: We may refuse any item presenting a health, safety, or equipment risk — mold or mildew, suspected bedbugs, strong chemical or fuel odors, solvent contamination, or bodily fluids. Refused items are set aside unwashed and returned to you.

Stains: We do **not** guarantee stain removal.

Mix-Ups & Missing Items: Report concerns within **48 hours** of pickup/delivery; we'll investigate and may offer a rewash.

Rewash Policy: If the quality is not satisfactory, tell us within 24 hours of pickup or delivery and we will rewash once at no charge. Items must be unworn and unused since pickup. The rewash itself is completed on our standard turnaround.

Liability Cap: Our maximum liability for loss or damage:

(a) \$150 per item / \$250 per order

We do not cover shrinkage, color loss or bleed, damage to trims, damage arising from care-label instructions we could not see, items we advised against including, items left in pockets, reactions to detergent or softener where the sensitivity was not disclosed, or any consequential or incidental damages.

Please do not send irreplaceable, heirloom, or high-value items through Wash & Fold. The service is priced for everyday laundry and insured accordingly.



VIII. Communication & Privacy

Updates: You consent to receive texts/emails about order status, billing, and pickup/delivery coordination.

Photos for QC/Claims: Photos are used only for quality control or claims resolution; we do not use customer images for marketing without explicit permission.

IX. Disputes & Policy Admin

Claims Window: All claims must be submitted within **48 hours** of order return.

Force Majeure: We are not responsible for delays or failures caused by events beyond our control (e.g., utility outages, severe weather).

Governing Terms: The version of this policy posted in-store and online at the time you drop off governs that order. We may update this policy; updates apply to orders placed after they are posted.

X. Customer Consent

By signing below or agree to the consent on the online form, I acknowledge and agree to The Laundry Coin's Wash & Fold Policy.