



## Wash & Fold Service Policy

### I. Pricing

	Consumer	Commercial
<b>Price</b>	\$2.00 per pound	\$2.00 per pound
<b>Wash &amp; Fold Laundry Bag (required)</b>	\$12	\$12
<b>Delivery</b>	Not available	Free within 25 miles of 97424 (25lb minimum)
<b>Standard Turnaround</b>	2 business days	3 business days
<b>Rush Turnaround Fee</b>	Within 24 hours= \$10	With 24 hours= \$25

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

**Pickup Minimum (Commercial Only): 25 lb. minimum per pickup** (applies to pickup & delivery orders).

**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**.



## II. 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**.

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## III. 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.

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#### IV. 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.

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#### V. Service Scope & Pricing Details

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

**Turnaround (Commercial):** Standard turnaround is three business days. Rush service (24 hours, and when available) adds \$25 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



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

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## VI. Quality, Loss & Damage

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

**Mix-Ups & Missing Items:** Report concerns within **24 hours** of pickup/delivery; we'll investigate and may offer a rewash.

**Rewash Policy:** If quality is not satisfactory, we'll rewash once at no charge within **24 hours** of pickup/delivery (items must be unworn/unused since pickup).

**Liability Cap:** Our maximum liability for loss or damage is the lesser of:

- (a) the item's fair market value,
- (b) **2×** the service charge for the affected item(s), or
- (c) **Cost per order.**

We do not cover shrinkage, color loss/bleed, damage to trims, or issues arising from care-label violations or items we advised against including. No consequential or incidental damages.

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## VII. Commercial Pickup/Delivery & Storage (if applicable)

**Service Area:** Pickup/delivery is available within 25 miles of 97424.

**Missed Pickup/Redelivery:** Missed pickup or re-delivery attempts may incur a \$20 fee.

**Lockers/Drop Spots:** Items left in lockers/drop spots are at the customer's risk until we check them in.

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## 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.

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## **IX. Disputes & Policy Admin**

**Claims Window:** All claims must be submitted within **24 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:** By using our service, you agree to these terms as updated from time to time and posted in-store/online.

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## **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.