

Terms and Policies for The ClotheSpin Laundry Co.

Standard Service Process

- 1. Customer is to make sure everything is removed from pockets, The ClotheSpin is not responsible for ink pens, sharp objects, garbage, etc. from ruining clothing items.***
- 2. Laundry will be sorted by Colors, whites, towels and bedding. If you have specifics, please have them bagged and labeled as you wanted them to be washed. Dry cleaning and hang dried items must be in separate bags. And noted in the comment section on the order form.***
- 3. Temperature Wash & Dry: All items will be washed in cold water, unless otherwise noted. All items will be dried on medium heat unless otherwise noted***
- 4. There is a 15-pound minimum weight limit and for seniors a 10-pound weight limit. Final weight and costs will be calculated after completion of folded, bagged and tagged.***
- 5. We will inspect and disinfect every washer and dryer before each load and customer.***
- 6. All comforters and bulky items will have a set price with an automatic extra drying time to ensure the items are fully dry. Sticky rollers will be used for lint & pet hair as needed on all bedding items.***
- 7. All orders will have a 24 hour turn around drop off/ pick up time. We will not hold laundry longer than the 24 hours unless previously discussed. We pick-up & Deliver 7 days a week, with times being approx. 8am-10am.***
- 8. Pick-up items will be noted with specifics (approx. weight picked-up, how many bags, laundry baskets, etc.) and date and time order was received.***
- 9. NO BLEACH will be used unless the customer provides. Pre-treatment, stain treatment/dis-coloring will be treated with hydrogen peroxide.***
- 10. We use Tide regular and Tide Free & Clear (Hypoallergenic), or we will gladly use what products you leave with your laundry order.***
- 11. Payment: Invoice will be emailed or texted with final costs when delivery is completed.***

Customer Name: _____

Phone Number: _____

Signature: _____

Date: _____

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Wash * Dry * Fold * Deliver