

## ***Policies & Conditions for The ClotheSpin Laundry Co.***

- 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 would want 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 for all orders, for seniors a 10-pound minimum weight. Final weight and costs will be calculated after completion of folded, bagged and tagged laundry.***
- 5. We will inspect and disinfect every washer and dryer before each 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.***
- 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. Stain removal- We will do a quick check for stains and treat them as we see them. Let us know if there are any specific stains that need to be treated, and we will make sure and treat them properly.***
- 11. We use Tide regular and Tide Free & Clear (Hypoallergenic)with bounce regular and free & clear dryer sheets, or we will gladly use what products you leave with your laundry order.***

- 12. Payment:** Invoice or pay link will be emailed or texted with final costs before delivery.
- 13. No-Show (laundry not set out) missed appointment or cancellation within the 8-hour cancellation window will have a \$15 fee (minimum order amount) charged to the customer and/or charged to card on file.**
- 14. We have a strict NO BIO-Hazard items will be accepted policy! No blood soaked, excessive vomit, urine or feces items.**
- 15. Right of refusal- We have the right to refuse any order or pickup order that will put our safety or health at risk. We have the right to cancel said order at any time.**

**Customer Name:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

The ClotheSpin  Laundry Co

Wash \* Dry \* Fold \* Deliver