

## Orchards EZ Wash Wash & Fold Service

### Our Terms and Conditions

Rest assured, your satisfaction is our first 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 Orchards EZ Wash (referred to as "we," "us," "our", or "Orchards EZ Wash") 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.

#### 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 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 particular piece of laundry if we think that piece would be troublesome.

Cleaning and drying laundry also creates other risks. While we are careful 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 of similar color together as our standard procedure. Along the same lines, we can't be held responsible for the bleeding of colors, or shrinking and 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.

Having said all this we welcome your business and will use our best efforts to launder all suitable clothing, package and deliver it back to you clean and freshly folded or hung.

Customer Name \_\_\_\_\_ Customer Signature/ Date \_\_\_\_\_