Service Terms and Conditions

Effective Date: December 10, 2020

Rest assured, we really want you to be happy with our services! 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 Happy Laundry and Dry Cleaning (referred to as "we," "us," "our", or " Happy Laundry") or your obligations.

By using our services, 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. Similarly, we reserve the right to refuse to service items that we feel will be hazardous to our staff or does not meet the conditions above for standard laundering.

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 are unable to check your pockets to see if you have left anything in them. Therefore, we cannot 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 will try but we can't guarantee that we will find or return 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 it will lead to damage or further damage of an item. Cleaning and drying laundry also creates other risks. While we try, we do not guarantee that every garment will be individually examined 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 Wash Dry and Fold laundry you give to us. We wash all items together as our standard procedure unless you specify an item that needs to be completed separate in your special notes/instructions. While we do our best to avoid this, we also can't be held responsible for the re-disposition of colors (aka bleeding) or dimensional changes (aka shrinking or 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 cannot be held responsible for any lost laundry; we simply have no efficient way of verifying that we 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.

Dry Cleaning Terms

Please be sure to label and separate dry clean only items from wash and fold items and clearly mark that bag. Happy Laundry and Dry Cleaning will inventory all dry cleaning items once they arrive at the facility to be cleaned. This inventory is final, and we will track your items carefully to return them to you. However, in the event of loss or damage of dry cleaned items, we will reimburse up to 50% of the replacement cost of any item. A claim must be submitted and proof of purchase or verification of a replacement cost must be provided. We reserve the right, at our own discretion to deny a claim if we suspect fraud or abuse of the claims reimbursement process. As with our standard laundry process, Happy Laundry and Dry Cleaning cannot be responsible for wear and tear resulting from cleaning, for very delicate items such as buttons or sequins, or for clothing missing proper care labels. Upcharges will be charged at the discretion of the dry cleaner, in order to process your garment the best way possible. These charges will be added to your final invoice. Items such as leather require longer turnaround times and could take up to two weeks to be returned.

General Terms for All Services Scheduling, Minimums, and Payments

You can schedule your appointment through our website at happy-laundry.com, or you can call our customer service department at 509-481-9150. You must notify us before 8:00 AM on your route pick-up day for pickup appointments. If it is after 8:00am and but before 10:00am, we will do our best to get you on a route that day.

If you no longer want our service, simply let us know and we will cancel it at no additional charge. Although we truly hope you are satisfied with our services, once we have laundered your clothes, we cannot offer a refund. Our weight determinations are final and subject to the minimum (15) fifteen pounds.

Pick-up and Delivery Scheduling

We always do our best to pick-up your laundry at the agreed upon time frame. However, we cannot be held responsible if we are late for unforeseen circumstances. Similarly, we hope that you will strive to be on-time for our deliveries. If you do miss a pick-up or delivery, we will work with you to reschedule but we cannot guarantee the driver will be able to return that same day.

If we are coming to your house for a delivery and you have additional dirty laundry that you would like to be picked up, no problem! Just leave it out for the driver and they will take care of the rest.

Unattended Pick-up and Delivery

We are not responsible for your laundry before we have picked it up or after we have dropped it off. You also agree that our records of pick-up and drop-off times are true and accurate.

Allergies

We use professional detergents for all our wash and fold laundry services. We also provide a Hypoallergenic detergent option.

Miscellaneous

As our business changes, we may want to modify some of terms in this agreement. Therefore, we encourage you to check back frequently to familiarize yourself with any changes.

Reservation of Rights

All rights not expressly granted herein are reserved to Black Dog Ventures, LLC, dba Happy Laundry and Dry Cleaning. Standard Text Messaging rates may be applied by your individual carrier and are the consumer's responsibility. Opt out can be done by phone, email, or voicemail request. Social Media requests CANNOT BE HONORED for opt out requests or to request pickups or delivery services.

These terms can also be found on our website www.happy-laundry.com