

Terms and Conditions of Service

www. **FLOOR TO DOOR LAUNDRY .COM** (**FLOOR TO DOOR LAUNDRY**).Terms and Conditions of Service.

The following terms and conditions govern your use of **FLOOR TO DOOR LAUNDRY** services. As a condition to using any of **FLOOR TO DOOR LAUNDRY.COM'S** services, **FLOOR TO DOOR LAUNDRY. COM** and the undersigned customer ("Customer") agree to the following terms and conditions:

Preparing Your Laundry For Pick Up

Laundry Pick Up Procedure and Terms:

Customer agrees to include only (1) or More Bag(s) of washable items in a "wash and fold" bag (s) items that require special wash and line or air dry instructions. Please label Bag accordingly.

"If you would like items to be washed with specific instructions please specify by pinning a note to a specific garment or bag and also providing a note in your Laundry Pickup - Request Box.If Customer does not have a "**FLOOR TO DOOR LAUNDRY. COM**" bag available, Customer may leave clothing for pick-up in any available bag or pillow case that can be secured and tied accordingly. Customer provided plastic trash bags will not be returned to Customer. It is Customer's responsibility to package all clothing for every laundry pickup. An appointed **FLOOR TO DOOR LAUNDRY. COM** representative will pick up your laundry at the appointed location and time slot requested according to your Laundry Pick up Request instructions.

Upon second delivery **FLOOR TO DOOR LAUNDRY. COM** will provide a laundry bag for your services free of charge.

Note:

All laundry must be packaged for transportation by "customer.". **FLOOR TO DOOR LAUNDRY. COM** does not pickup laundry any in (open) containers such as baskets, hampers, open Ikea bags, sheets, etc. All Laundry must be tied in a bag which is tied "closed" to ensure no items can fall out during transportation. Drivers are not required to package your laundry. "Customer" is responsible for having laundry ready for pickup @ the time they have requested. Wet laundry is not accepted for pickup. This is very important to ensure the safety of employees when lifting laundry from a residence or business into a vehicle.**FLOOR TO DOOR LAUNDRY. COM** has the right to refuse to pickp laundry and/ or refuse service if the following packaging requirements are not met on request.

FLOOR TO DOOR LAUNDRY. COM has a daily set pickup schedule to meet for both pickup and delivery - if laundry is not ready or available for pickup "customer" is responsible for rescheduling service @ another time.

Delivery

FLOOR TO DOOR LAUNDRY. COM reserves the right to determine pick-up and delivery times at its discretion and reserves the right to reschedule such times with or without prior notice to "Customer". **FLOOR TO DOOR LAUNDRY. COM** provides customers with pickup and deliveries in slots of times only, and not specific exact times for pickup and/or delivery schedules

FLOOR TO DOOR LAUNDRY. COM needs access to secured buildings with intercom access to successfully pickup and deliver your laundry. If "Customer" is not listed in intercom directory access from a telephone entry system -we "have no way" enter the premises to complete your laundry pickup nor delivery.

Customers must be able to accept pickup and/or deliveries at "Safe Designated Drop Off Points" with explicit "written" instructions on their scheduled Laundry Service Pickup Request which will only be followed with customers full consent and permission in writing on your Laundry Pickup Request. No designated "drop off" instructions will be accepted verbally. Please keep in mind that "Designated Drop off Points" must be safe place to leave your laundry and able to be used in all weather conditions. Any delivery request(s) agreed to outside of normal business hours is at the discretion of **FLOOR TO DOOR LAUNDRY. COM**. There may be additional costs for off-hour services to help us offset the cost of an employee / driver after hours. Delivery outside of normal business hours is not mandatory for **FLOOR TO DOOR LAUNDRY. COM** to service customers.

FLOOR TO DOOR LAUNDRY. COM has the right to refuse service in any condition which is deemed unsafe for our employees.

Free Hang Up Service (20 Items MAX)

FLOOR TO DOOR LAUNDRY. COM offers a Free hang up service to save you from ironing and /or excess wrinkling. This service for Free and was designed with either you the customer or us choosing the items. *Customer must return hangers or will be charged for any additional hangers needed for repeat service.

In order for delivery driver to handle daily multiple deliveries we cannot accommodate or store excess laundry hangups. **FLOOR TO DOOR LAUNDRY. COM** will not incur additional costs associated with an extra driver and vehicle in order to complete a single laundry delivery. Hang Ups are offered as a convenience to our clients with no additional costs as a polite way to say "**Thank You**" for using our services.

FLOOR TO DOOR LAUNDRY. COM is not responsible for lost hangers or any costs associated with any/all customer hangers. It is the customers responsibility to provide hangers at time of pickup. All hangers must be bound with a rubber band in order that we do not have time to untangle hangers. Fluff and Fold costs are a separate service and in no way associated with Free Hang Up Services. We are not responsible to make additional trips for hanger pick up a second time.

Missed Delivery | Pick-Up |

We at **FLOOR TO DOOR LAUNDRY. COM** understand things happen and therefore will try to show understanding when there is a missed pick up/delivery . However it is our own discretion to determine if a \$5.00 fee will be charged for missed delivery/pick up.

Customer may contact **FLOOR TO DOOR LAUNDRY. COM** to arrange a“2nd Delivery” additional Delivery charge of \$5.00 for second delivery attempt to help off-set cost of a driver for a second delivery. **FLOOR TO DOOR LAUNDRY. COM** is not responsible for and shall not pay for, any loss, damage or theft of items left unattended for pick-up-or drop-off, whether left by Customer or **FLOOR TO DOOR LAUNDRY. COM** as Designated drop-off is done only with full permission and at the discretion of the customer and/as relayed to **FLOOR TO DOOR LAUNDRY. COM**.

Minimum Requirement 20 LB Free Pickup and Delivery

Free Pickup and Delivery is (20 LB minimum) Fluff and Fold laundry service which covers the costs associated with service pickup, laundering, folding, packaging and delivery.

FLOOR TO DOOR LAUNDRY. COM reserves the right to charge for 20lbs according to service if laundry is underweight and charge for customer choice of- same day, next day or 2 day service whichever the customer’s choice is. No other laundry may be added after laundry service has begun. Due to costs associated for employee wages, washing machines cost and detergent costs for additional washes.

PAYMENTS

FLOOR TO DOOR LAUNDRY. COM reserves the right to bill customers prior to delivery for laundry services rendered and also request payments be completed prior to delivery of each order.

(1) Customers will be billed by "emailed invoicing" online. All emails are sent to the email provided by the "Customer". It is sole responsibility for customers to provide

proper email addresses for proper payment processing and delivery notification purposes. All Pay invoices are due upon receipt. All payments must be processed and completed online before delivery times.

(2) Payments may be accepted by credit or debit card only prior to delivery. Cash on Delivery is not available in "consideration of the safety of" our employees.

(3) Auto-Pay Customers Customers who wish to use Auto-Pay must maintain a valid credit or debit card number on file with **FLOOR TO DOOR LAUNDRY. COM**. Customer hereby authorizes **FLOOR TO DOOR LAUNDRY. COM** to charge its credit or debit card for all charges for any given service prior to delivery of services. Customer consents to the billing of its credit or debit card for such charges, and agrees to pay for all services.

FLOOR TO DOOR LAUNDRY. COM reserves the right to change billing terms at any time without prior notice.

If **FLOOR TO DOOR LAUNDRY. COM** is unable to collect payment for services prior to delivery, **FLOOR TO DOOR LAUNDRY. COM** reserves the right to withhold delivery until such time as payment is completed for all services performed and ready for delivery. **FLOOR TO DOOR LAUNDRY. COM** retains the right to cancel the laundry service at any time we deem necessary.

If a client's bill remains unpaid for a period of thirty (30) days from the billing date, **FLOOR TO DOOR LAUNDRY. COM** may exercise its right to add a laundry service charge of ten percent (10%) for laundry storage fees to the unpaid balance. Customer agrees to be responsible to pay all of our reasonable costs of storage, collection of any unpaid balances. Items left over 45 days will be donated to Good Will.

Non-Payment of Services

All invoices are sent via email for your safety and convenience. Most clients (90%) are not home @time of delivery. All payments are due upon receipt. Laundries are washed in the order of priority (Date of Delivery) by client and payment completion. **FLOOR TO DOOR LAUNDRY. COM** reserves the right to cancel service due to non-payment of services on the day of delivery if payment has not been completed. A notice of cancelation will be sent out to the email address (*Customer) is required to provide a schedule for " drop off" of laundry in the condition it was received.

Special Care Instructions

In order to request special care for any garment, customer must include such special care instructions on the request form to **FLOOR TO DOOR LAUNDRY. COM** or attach to specific garment" in specific laundry bag or, if the bag contains more than one item, attach the special care instructions to the item(s) subject to the special care instructions. If a special request is not present in Customer's laundry bag before the time of

processing, **FLOOR TO DOOR LAUNDRY. COM** reserves the right to clean that item at our sole discretion. **FLOOR TO DOOR LAUNDRY. COM** will not be held responsible if customer care instructions are not met regardless if instructions were or were not given.

Garment Care and Missing or Damaged Goods

FLOOR TO DOOR LAUNDRY. COM reserves the right to refuse to clean any garment.

FLOOR TO DOOR LAUNDRY. COM does not guarantee removal of all stains.

FLOOR TO DOOR LAUNDRY. COM will only re-clean items that were not completely cleaned if items were not yet worn since cleaning. **FLOOR TO DOOR LAUNDRY. COM** is not responsible for loss of or damage to any personal or non-cleanable items left in the clothing or bags.

Customer must notify **FLOOR TO DOOR LAUNDRY. COM** within 2 days (48 HOURS) of receipt of a delivery of any lost or damaged items from that particular delivery. Failure to do so constitutes waiver of a claim for any lost or damaged items from that delivery.

“Wash and Fold” Items

Customer acknowledges that **FLOOR TO DOOR LAUNDRY. COM** does not catalogue each individual item included within “wash and fold” loads, but instead accounts for “wash and fold” loads received from Customer by weight. **FLOOR TO DOOR LAUNDRY. COM** is not responsible for the loss of “wash and fold” items. “wash and fold” bag will be weighed before being processed and after Washing your laundry it will be weighted after service is completed to ensure order is complete and nothing is missing from orders before delivery.

Service Providers/Disclaimer of Certain Liabilities: **FLOOR TO DOOR LAUNDRY. COM** reserves the right to utilize any outsourcer, vendor, or outside service provider, for any service, at its sole discretion without notice to Customer.

Disclaimer

We exercise utmost care in processing articles entrusted to us and use such processes which in our opinion are best suited to the nature and condition of each individual article. Nevertheless we cannot assume responsibility for inherent weaknesses or of defects in materials that we are not readily apparent prior to processing. Including damage or loss of trimming beads buckles, bells and sequences.

In laundering we cannot guarantee against color loss and shrinkage or damage against fabrics, differences in count must be reported with ticket presented within 48 hours unless a list accompanied the bundles, our count must be accepted. The company’s liability with respect to any loss or damage article shall not exceed 10 times the charge

for processing it. In the event that **FLOOR TO DOOR LAUNDRY. COM** loses a complete order, **FLOOR TO DOOR LAUNDRY. COM** has the right to request receipts and will pay 50% of the receipt cost on the items in question but will not exceed \$300 for the entire order. If customer fails to provide receipts we will compensate at our discretion.

Interior Access To Property For Delivery

Hold Harmless/Indemnification: If access to the Customer's property for delivery of clothing and other specialty items is allowed; Customer hereby waives any and all claims against **FLOOR TO DOOR LAUNDRY. COM** and its agents and employees for damage to or loss of use of property that arise as a result of Customer allowing access to its or other's property for the purpose of delivery. Customer agrees to indemnify and hold harmless **FLOOR TO DOOR LAUNDRY. COM** and its agents, and employees for any bodily or personal injuries arising from Customer allowing access to its property to **FLOOR TO DOOR LAUNDRY. COM**. Entire Agreement/Choice of Law: These terms and conditions may not be modified except in writing signed by both parties, and shall be governed by the laws of the State of Illinois.

Arbitration

All disputes and differences of any kind arising under these terms and conditions or arising between Customer and **FLOOR TO DOOR LAUNDRY. COM**, including the existence or continued existence of this Agreement and the arbitration of a particular issue that the parties cannot settle amicably, shall be submitted to binding arbitration. The arbitration shall be conducted in Illinois and shall finally be settled in accordance with the Rules of Arbitration of the American Arbitration Association by one arbitrator appointed in accordance with the above mentioned rules. The arbitrator shall be allowed to apportion fees according to the ruling.

The decision of the arbitrator shall be final and binding upon the parties and may be enforced in any court of competent jurisdiction, and no party shall seek redress against the other in any court or tribunal except solely for the purpose of obtaining execution of the arbitral award or of obtaining a judgment consistent with the award. Any costs so incurred shall be paid by the losing party. In the event of legal proceedings, Customer agrees to waive its right to a trial by jury.

Disclaimers

FLOOR TO DOOR LAUNDRY. COM WILL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND ARISING FROM THE USE OF THIS SITE, INCLUDING, BUT NOT LIMITED TO DIRECT, INDIRECT, INCIDENTAL, PUNITIVE AND CONSEQUENTIAL DAMAGES. CUSTOMER ASSUMES THE ENTIRE COST OF ALL NECESSARY SERVICING, REPAIR, OR CORRECTION DUE TO YOUR USE OF THIS WEBSITE.

Except as specifically stated in these Terms and Conditions of Use or elsewhere on this website, or as otherwise required by applicable law, neither **FLOOR TO DOOR LAUNDRY. COM** nor its directors, employees, licensors, content providers, affiliates or other representatives will be liable for damages of any kind (including, without limitation, lost profits, direct, indirect, compensatory, consequential, exemplary, special, incidental, or punitive damages) arising out of your use of, your inability to use, or the performance of this website or the Content whether or not we have been advised of the possibility of such damages.

FLOOR TO DOOR LAUNDRY. COM uses reasonable efforts to ensure the accuracy, correctness and reliability of the Content, but we make no representations or warranties as to the Content's accuracy, correctness or reliability.

The **FLOOR TO DOOR LAUNDRY. COM** website may include links to other websites. **FLOOR TO DOOR LAUNDRY. COM** does not control any such websites and is not responsible for any content contained on any such website or any loss suffered by you in relation to your use of such websites. Customer waives any and all claims against **FLOOR TO DOOR LAUNDRY. COM** regarding the inclusion of links to outside websites or Customer's use of those websites.