



Terms and Conditions

By using our service, you agree to the following terms and conditions, dated December 1, 2018:

Minimum Order Size

Wash and Fold order minimum is 10 pounds for existing “per pound” accounts. Wash and Fold order minimum for “per bag” accounts is one bag. No minimum order size for dry cleaning.

Payment

Payment is accepted by debit card or credit card. Cash is only accepted at Amigo Laundry and Princeton Laundry. To schedule the pickup/delivery service, the customer must have an active debit or credit card entered into the DFWLLS web portal (<http://www.dfwlaundryservices.com>) or, with prior arrangement and at the sole discretion of DFWLLS, certain customers (i.e. high-volume commercial customers) may be granted payment terms. Payments for completed services are non-refundable. If DFWLLS is unable to authorize the customer’s credit card for payment or the customer has invoices outstanding beyond the agreed-on payment terms, laundry may be held until payment for current and prior services is received. It is the customer’s sole responsibility to make sure they are given proof of payment by the driver and they should retain this record in case it is required to resolve payment questions. In the event of a charge back or dispute, the customer is still responsible for payment for services completed and no further order will be taken from the customer.

Non-Payment

All pickup and delivery orders require a credit card on file prior to pick up. Drop off orders that have not been paid for within 14 days of pickup date will be considered abandoned and all property will be donated to charity.

Unclaimed Items

All property, including completed orders, once returned to a drop off location must be claimed within 14 days. Any property not claimed within 14 days of the original pickup date may be donated to charity.

Damaged Property

DFW Linen and Laundry Services, LLC (DFWLLS) follows the standards and policies set forth by the Fabricare Industry and the International Fabricare Institute. We exercise the utmost care in cleaning and processing garments entrusted to us and use such processes which, in our opinion, are best suited to the nature and conditions of each individual garment. Nevertheless, we cannot assume responsibility for inherent weakness or defects in materials or manufacturing, which may result in tears or development of small holes in fabric that are not clear prior to processing. We cannot guarantee against color loss, color bleeding, and shrinkage; or against damage to weak and tender fabrics; or against damage to ancillary items such as, but not limited to belts, buttons, beads, ties, or zipper pulls. DFWLLS’s liability with respect to any damaged items shall not exceed ten times our charge for cleaning that garment, regardless of brand or condition. Any damaged items must be reported via email to info@dfwlls.com and returned to DFWLLS for inspection within one business day.

Lost Items

Any lost items must be reported via email to info@dfwlls.com within 1 business day. DFWLLS makes its best reasonable effort to track every item we process and will review all lost item claims on a case by case basis. Any items determined to have been lost at the sole discretion of DFWLLS will be reimbursed in accordance with the

International Fabricare Fair Claims Guide and shall not exceed ten times our charge for cleaning that garment, regardless of brand or condition. Items will be considered lost thirty days after the initial claim is filed. DFWLLS is not responsible for any items left for service without an associated order placed. When using our home delivery service, DFWLLS is not responsible for your items before they are picked up or after they are dropped back off. It is your responsibility to ensure the safety of your items during that time. For our delivery service, our maximum liability will be \$100.

Loose Items

Although we try as hard as possible to track such items, we are not responsible for loose items such as, but not limited to jewelry, watches, cash, detachable buttons, cufflinks, belts, broaches, stings, laces, hoods, or lost items on garments, hangars, etc. We request that customers remove these items and empty pockets prior to leaving items with us as we cannot be held responsible for damage to your garments from items left in pockets (lipstick, gum, pens, etc.).

Personal Property

Any personal property with your items that appears to have value will be removed by DFWLLS and stored for 14 days. If items are unclaimed after 14 days, all property may be donated to charity.

Turnaround Time

Service days and turnaround time vary by location. We do our best to provide service information when placing an order. DFWLLS will make its best reasonable effort to adhere to the scheduled service, however, we do not guarantee turn around times and assume no responsibility for any damages that may occur due to a delay in service.

Pickup/Delivery

If you'd like to leave your items in a secure spot for pick up, it will be at your own risk. This is also true for delivery. Items left for pickup are not under our care until we have retrieved said items. Items left for delivery at the predetermined location will not be under our care once left at the agreed upon location. DFWLLS cannot be responsible for, and shall not pay for, any loss, damage, or theft of items left unattended by the customer for pick up or delivery. DFWLLS will not leave items in the possession of any other person that is not the owner of those items unless the owner has given consent. The customer is responsible for ensuring that his/her laundry is delivered safely to DFWLLS.

Missed Pickup/Delivery Fee

A \$5 Missed Pickup/Delivery Fee may be applied if your order is not left out on the designated delivery date or if we are unable to deliver on the designated date. We do our best to adhere to the scheduled service but due to special circumstances, there may be delays in picking up or returning orders. DFWLLS assumes no responsibility for any damages that may occur due to a delay in service.

Right of Refusal

DFWLLS reserves the right to refuse customers or refuse cleaning of any item.

Prohibited Items

The customer agrees they will not give DFWLLS any items contaminated with solvents, chemicals, or cleaning products. The customer is responsible for all damage these cause to the clothing of any customer, the cleaning machines, or any other property of DFWLLS. DFWLLS will not clean items that contain solid animal or human feces.

Pricing

DFWLLS reserves the right to change prices at any time and is not responsible for typographical errors on the website related to pricing information. We will inform you if a typographical error has resulted in a difference in pricing for your order before charging your credit card. DFWLLS reserves the right to reasonably modify its pricing without notice for items that are either very light-weight when dried (dry weight does not fairly represent laundering value), items that are very absorbent in comparison to standard fabrics (may require extended drying time), or other items that DFWLLS judges to be unusual. When determining appropriate charges, when a more specific item is listed with a price, that price shall apply to that item. The only time per pound or per bag pricing is used is when a more specific pricing is unavailable for an item.

Per Bag Pricing

For standard, wash and fold service we charge a flat rate per bag. Included with the bag price are items needing special care; hand-wash, air-dry, stain treatment, etc. We will also hang and fold according to your preferences. Items that have a specific price, as listed on our website, are not included in the per bag pricing. For your first pickup, items can be placed in a 13-gallon, kitchen size trash bag. For any special requests (hand-wash, air-dry), place those in a separate bag within the 13-gallon bag.

Make sure you get everything inside the bag and that it completely closes at the top. Any excess that is outside of the bag closure will be billed at the overage rate. Also, if you do not use a 13-gallon sized bag, we will determine the number of typical bags your order would have filled and bill you accordingly. Our determination is final.

Use of Third-Party Service Providers

DFWLLS reserves the right to utilize any vendor or outside service provider, for any service, in its sole discretion, without notice to the customer.

Weight and Itemized Charges

DFWLLS reserves the right to specify the weight of the items provided and itemize any special items according to our standardized pricing. The weight recorded by the laundry facility processing the items is the final determination of weight for pricing.

Monthly Subscriptions

DFWLLS offers monthly subscriptions as a way for customers to get the added benefit of discounts on their laundry services by committing to a minimum number of bags each month. Subscriptions are billed on the 1st of each month and are non-refundable. If a customer signs up mid-month for the subscription, they will be charged the full amount and receive the full number of bags if they sign up from the 1st through the 15th. If the customer signs up after the 15th, they will be charged half the monthly subscription and receive half the number of bags for the remainder of the month. Subscriptions require a credit card on file.

If a customer goes over their subscription's number of bags in a month, they will be billed at the then market rate for any overages. In the event a customer exceeds their number of subscription bags in a month, they may increase their subscription to cover the overage and take advantage of the discounted rate. Once a subscription is increased, the customer must remain at the new subscription level for at least three months.

Subscriptions can be canceled at any time; however, pro-rations out are not given. If a customer has increased their subscription to cover an overage, they may cancel once three months have elapsed since the increase.