

Terms & Conditions

Wash & Fold Laundry Terms

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 Scrubby Duds (referred to as "we," "us," "our", or "Scrubby Duds") 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. Similarly, we reserve the right to refuse service items that we feel will be hazardous to our staff, such as items heavily soiled with human or animal waste. We also do not launder any clothing that has been exposed to bed bugs. This is for the health and safety of our team.

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 try to check pockets, however, we may miss items that could lead to damaged clothing. We do ask that you check all pockets prior to sending them to us. 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 will try our best to locate it, however, we do not guarantee a return if we are unable to locate 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, fatigue, holes, or abrasions. Similarly, we reserve the right to decline cleaning any particular piece of laundry if we think it will be too damaged.

Cleaning and drying laundry also creates other risks. 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 do offer dry cleaning services. If you have dry cleaning, please bag these items separately and we will add them to our dry cleaning team.

We wash all items together as per our standard procedure. But if you divide your clothes into two separate bags before your pickup, we can run two separate loads. This incurs a \$5 Separate Load Charge. Note that we do not separate clothes according to your instruction, and ask that you do the separation and take responsibility for what's in each load. Along the same lines, we 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 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.

Dry Cleaning, Leather Cleaning & Alterations Terms

Scrubby Duds 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 you up to 10 times the charge per article (for example, a maximum refund would be \$20 for a laundered & pressed shirt or \$60 for a skirt). Should you find an issue with one of your pieces, please notify us within 24 hours of your delivery.

As with our standard laundry process, Scrubby Duds 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.

"Extras" will be charged at the discretion of the dry cleaner, in order to process your garment the best way possible, in increments of \$2 or \$4 upon delivery to the laundry facility. 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 and Payment



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.

To make life simpler, we round to the nearest pound when weighing your laundry to determine if you have met the required minimum weight (see below). Our weights are final. If you have not met the minimum weight, we will promptly notify you of any surcharge.

All payments are due at the time of sale. We do not offer pay at pickup. Once our staff member has completed your laundry, meaning folding and bagging, your card on file will be charged.

Minimum Weight, Minimum Fee

You can send us any amount of laundry you choose, but any loads weighing less than 15 pounds will be rounded up to our minimum weight of 15 pounds if you drop off at the store. For delivery services, a 20 pound minimum is required.

Remember, you're free to cancel any appointment up to 3 hours prior to the start of your delivery window, so if you don't have any laundry for us to wash on a particular week, please be sure to notify us more than 3 hours before your appointment time so we don't come to your address and charge you a no-show fee.

Pickup and Delivery Scheduling

Scrubby Duds provides pickup and delivery service to the Kenosha, WI, area. We service Racine, Mount Pleasant, Pleasant Prairie, Somers, and the City of Kenosha. We are looking to expand if the interest is there.

We will do our best to pick-up your laundry at the agreed upon time. That being said, we can't be held accountable 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 try to coordinate an alternate time as soon as possible.

A No Show is when we show up to your door, but you and your laundry aren't around. In the case of a No Show, we reserve the right to charge a \$6 No Show fee. Keep in mind, there's no fee if you cancel or reschedule more than 3 hours before the start of your delivery window.

Unattended Pickup and Delivery

If you request that we leave your laundry unattended (e.g., on your porch, in a hallway, or in your foyer) or with a third party (e.g., with a doorman or a neighbor), 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 Tide, All Free and Clear, Humble Suds Natural laundry detergents for all our personal laundry customers. If no preference is selected upon scheduling, we default to Humble Suds Natural Unscented. We use as many natural products in our store as possible to limit any potential allergies. However, we do wash clothes in shared washing machines where other detergents may have been used, and it is possible that small amounts of other detergents, which

