



Student Laundry Terms of Service

By signing up for Wash World Laundry Services, the customer agrees to the following:

Pick-Up and Delivery

Wash World Laundry Services agrees to pick up the customer's laundry once per week (Monday through Friday) during a pre-arranged pick-up time for the length of the service contract. Changes to this time are welcome, provided we receive notice at least one hour in advance. We will deliver all completed orders within 48 hours of the scheduled pick-up time, excluding weekends and holidays, in which case the order will be delivered the next business day.

If the customer misses his scheduled pick-up time, he will not be reimbursed for the missed week. Wash World Laundry Services will, however, allow the customer to submit twice the amount of laundry the following week at no additional cost.

Wash World Laundry Services is not responsible for any laundry left unattended by the customer for pick-up and/or delivery, should he request such.

Laundry Items

Wash World Laundry Services will provide the customer with a Wash World laundry bag to be used each week. Wash World Laundry Services reserves the right not to pick up items outside of the Wash World bag, but may choose to do so at its discretion.

The customer agrees not to place the following in the Wash World laundry bag: non-washable items and/or items labeled 'hand wash' or 'dry clean only.' The customer agrees to place any items sent to Wash World for dry cleaning in a separate bag and label them 'dry clean only.' Wash World Laundry Services is not responsible for any items left in the customer's clothing or laundry bag that may cause damage to the customer's clothing. Wash World Laundry Services also assumes no liability for the loss of, or damage to, any personal or non-washable items left in the customer's laundry bag.

Payment

Pre-payment is required on all student laundry plans. Should the customer submit more laundry than allowed on his chosen plan, Wash World Laundry Services will assess a charge of \$1.50 per excess pound. For on-demand, dry cleaning and ironing services, payment must be arranged at the time of pick-up. Wash World Laundry Services reserves the right to withhold any and all items for non-payment of services rendered. Should the customer choose to keep his credit card information on file with Wash World Laundry Services, the customer hereby grants them permission to charge the credit card for any additional expenses incurred.

Garment Care

Wash World Laundry Services will make every effort to provide high-quality garment care and laundry services for our customers. We cannot accept liability for items laundered under normal circumstances that do not contain care labels, or for any changes that may occur to the garment during normal washing, such as slight shrinkage and fading. The customer agrees to inform Wash World Laundry Services of new items that may bleed upon first wash. Such items should be listed separately on the Inventory Sheet in the 'Special Instructions' section. Wash World Laundry Services will make every effort to meet all special requests, provided they are indicated on the Inventory Sheet and placed in the customer's laundry bag. Delicates must be placed in a separate bag inside the customer's Wash World laundry bag and labeled as such. Wash World Laundry Services will pre-treat the customer's laundry, but cannot guarantee the removal of all stains. Wash World Laundry Services reserves the right to refuse to launder any item. Wash World Laundry Services also reserves the right to utilize third-party service providers as necessary.

Inventory Sheets

Wash World Laundry Services recommends the customer fill out and submit an Inventory Sheet with each order. (These are available at www.washworldlaundry.com/images/InventoryForm.pdf) Wash World Laundry Services cannot be responsible for any items not listed on the Inventory Sheet, nor can we guarantee to fulfill any special requests not indicated therein. In the rare instance a garment is lost or damaged by Wash World Laundry Services, the customer must report such loss or damage to Wash World within three (3) days of delivery. Wash World Laundry Services may issue a refund or credit for the value of the item as outlined by Drycleaning & Laundry Institute International's "Fair Claims Guide."

Disclaimer:

Wash World Laundry Services' liability shall be limited to general money damages in a maximum amount not to exceed the charges for the term of service paid by the customer during the term in which the damages are alleged to have occurred. This liability shall be the extent of Wash World Laundry Services' liability, regardless of the form in which any legal or equitable action may be brought, and the foregoing shall constitute the customer's exclusive remedy. In no event will Wash World Laundry Services be held liable or responsible for any consequential, special, indirect, incidental or punitive loss or damages, whether or not Wash World Laundry Services knew, or should have known, the likelihood of any such loss or damages. Wash World Laundry Services disclaims all warranties, express or implied, with respect to the services rendered to the customer.