



Welcome to Washbox Laundromat! We're committed to providing a pleasant and efficient laundry experience. By utilizing Washbox Laundromat facilities, you acknowledge and agree to comply with these detailed Terms and Conditions. We appreciate your cooperation in creating a clean, comfortable, and respectful environment for all patrons.

### **Garment Care for Drop Off Service**

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 not withstand the cleaning process.

Cleaning and drying laundry also creates other risks. While we do our best to inspect garments, 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, it is your responsibility to not include the garment with your wash and fold order. Similarly, we can't be held responsible for the re-disposition of colors (aka bleeding) or dimensional changes (aka shrinking or stretching).

We reserve the right to refuse to service items that we feel will be hazardous to our staff, such as items heavily soiled with human or animal waste. This is for the health and safety of our team.

### **Pockets + Personal Items**

We lightly check pockets before processing but cannot be held responsible for any items left inside your laundry items like lipstick, chewing gum, or a pen, that causes any damage. Similarly, while we do our best to mitigate lost items, we cannot be held responsible should any personal items be left inside your laundry.

### **Loss or Damage**

Missing or damaged items must be reported to Washbox within 24 hours of collecting the order. Failure to report the missing or damaged item shall remove any liability of Washbox for the item.

### **Unattended Items in Machines**

It is important to ensure the efficient operation of our laundromat and to respect the needs of all our customers. Therefore, any items left inside machines that are left unattended and/or not promptly removed when the machine cycle has finished will be subject to removal by our staff.

Upon removal, these items will be securely stored within the facility. We appreciate your understanding that promptly removing your items from the machines is essential for ensuring the smooth operation of our services, accommodating waiting customers, and maintaining the sanitation standards of our machines.

## **Uncollected Items**

Washbox reserves the right to dispose of any items not collected within 120 days of the date stated on the collection slip.

## **Payment**

The customer must complete payment of the agreed upon charges on or before the completion of the services. We reserve the right to hold completed orders until paid in full for the services.

## **Minimum Weight, Minimum Fee for Drop Off Service**

You can send us any amount of laundry you choose, but any loads weighing less than 10 pounds will be rounded up to our minimum weight of 10 pounds.

## **Biohazardous Items**

Washbox Laundromat reserves the right to refuse service for any items or orders deemed bio-hazardous, including but not limited to items contaminated with bodily fluids, hazardous chemicals, or other materials considered a health risk. Customers must inform our team at the time of drop-off if any items are potentially biohazardous. Failure to disclose such information may result in refusal of service and forfeiture of the order.

## **Pick-up and Delivery Service**

WashBox provides pick-up and delivery service through a third party service provider. This service provider is not a representative or employed with Washbox laundromat. We are not responsible for the delivery or location of delivered orders and the third party should be contacted with any delivery concerns.

## **Refunds**

Refunds will be considered for machine malfunctions or issues within 48 hours of the incident. Contact our staff with your receipt and a detailed explanation of the problem for refund consideration. Refunds will not be issued for user error or failure to follow posted guidelines.

## **Security Cameras:**

Surveillance cameras are in place for the safety and security of patrons and the facility. Recorded footage will only be accessed in accordance with applicable laws and regulations.

## **Children and Pets**

Children must be supervised by a responsible adult at all times. For safety and hygiene reasons, pets are not permitted inside the laundromat.

## **Operating Hours**

Please see our website for the most up-to-date operating hours. The automatic doors will lock at 8:00pm for outside entry. If you are inside the facility at this time and leave, you will not be able to re-enter. Please ensure that if exiting the facility after 8:00pm, you have all belongings with you.

## **Right to Refuse Service**

We reserve the right to refuse service to individuals violating our policies or engaging in disruptive behavior.