



PICK UP DELIVERY PROTOCOL

Pick up:

- We ask that all customers have their laundry out for pick up no later than 7:00am
- We cannot provide an exact time of pick up which is why we ask for laundry to be ready by 7:00am. Our drivers do attempt to reach all pickup customers by knocking on the door and/or texting if the laundry is not left out by the time they arrive for pick up. If the client is unable to be reached and no laundry is present there will be a \$45 fee charged to the card on file and the driver will move on.
- We “recommend” that all customers provide an itemized list with their laundry that can be checked off by our employees as the laundry is processed. This helps both the customer and the laundry employees have a reference should there be any question that an item was missing.
- We typically wash all clothing together and on cold with a Color Grabber cloth unless otherwise requested.
- We ask customers to notify us ahead of time if there is any item of clothing they are concerned will “run” If we are notified ahead of time about a particular item, it can be washed separately.
- We don't typically separate whites from darks, but recommend customers send whites only one week and darks only the next if they do not wish to have all clothes washed together.

-WE DO NOT CHECK POCKETS!

- We have the options of unscented soap as well as fabric softener and dryer sheets when requested.
- Our policy for security purposes is that our drivers cannot enter a customer's home without prior authorization and a signed waiver by the customer.

Delivery:

- We cannot give an exact time for delivery due to the volume of customers on the route and traffic, but most deliveries are made before 12:30pm
- Our drivers will leave bagged laundry at the same location as pick up unless instructed otherwise ahead of time.
- Our drivers do not call or knock at delivery, only pick up if it is not out.
- We can typically meet a 24 hour turnaround. You will be notified should we not be able to drop off the next day.
- Pick up delivery by our driver is available Monday-Friday only. Pickups on Friday will be returned Monday. Should you want a weekend pick up/delivery you can choose an Uber option on our scheduling app called Clean Cloud.

Pricing for weighed laundry is \$2.25 per pound with a 20lb minimum charge. Clothing, sheets and towels are weighed. Items with individual pricing are comforters, blankets, bath mats, rugs, curtains, pillows, sleeping bags, mattress pads, duvet covers, quilts or any speciality items. We weigh all laundry when it arrives at our location. Should you have a question regarding weight of your order or pricing for specialty items please contact Stacie at 774-454-1328