How do wash & fold laundry services work?

Choose your package:

* Call or text 501-310-8564 to schedule your laundry service.
* Option 1: **We come to you!** Laundry will be picked up, washed/folded and dropped off within two business days @ $1.75/lb.
	+ We service the majority of the KC Metro. Call or text to see if we service your area!
* Option 2: **You come to us!** Laundry will be washed/folded and ready to pick up within two business days @ $1.50/lb.
	+ Drop off/pickup: 7615 West 72nd Terrace Overland Park, KS 66204
* Orders placed on Friday will be completed the next business day.
	+ If you have an urgent need, please let us know. We may be able to accommodate your request over the weekend/holiday for an additional service charge.
* Orders placed after 3pm may require an extra business day.
* Orders that include large bulky items will require an extra business day. There will be an additional service charge of $10 per bulky item load. Examples: comforters, pillows, pet beds.
* There is a $20 minimum per service.
* All clients will be required to sign a waiver acknowledging our policies and procedures.

Pick up & drop off:

* Call or text **501-310-8564** to schedule your laundry service.
* Together we will coordinate a porch pickup time. Have your items in a disposable bag on the porch at the agreed upon time.
* If you’d rather not leave your items on the porch unattended, we are happy to knock upon arrival. Be sure to have your laundry ready. There will be a $10 service charge if items are not ready for pickup.
* Together we will coordinate a porch drop off time. Your items will be delivered in a weather tight disposable bag made from recycled ocean bound plastic, folded and ready to be put away! We are happy to knock upon arrival. Just let us know!

Here’s how the washing process works:

* All laundry will be color separated, washed in cold water with Tide Original detergent, without fabric softener or dryer sheets.
	+ All liquid products are packaged in Eco-Boxes, which uses 60% less plastic and helps reduce plastic waste.
* You may request special washing instructions for water temperature, use of fabric softener, dryer sheets, hypoallergenic detergent, etc. We are happy to make those changes for you! We offer:
	+ Standard options: Tide Original detergent, Downy fabric softener in Cool Cotton scent, Bounce sheets in Outdoor Fresh scent.
	+ Hypoallergenic options: Tide Free & Gentle detergent, Downy Free & Gentle fabric softener, Bounce Free & Gentle dryer sheets. All hypoallergenic products are dermatologist tested and free of dyes and perfumes.
* You may request special washing instructions for water temperature, use of fabric softener, hypoallergenic detergent, etc. We are happy to make those changes for you!
* If you need items to air-dry, these items will need to be separated and clearly labeled at pickup.
* If you need items hung up rather than folded, these items will need to be separated and clearly labeled at pickup. Don’t forget to include hangers!
* Large orders may require and additional business day to complete.
* We do not provide dry cleaning or ironing services. Sorry, folks!

Questions:

* Will my laundry get mixed in with other families? *Absolutely not. All laundry is kept separate and clearly labeled.*
* What if I need to use a specific detergent or fabric softener*? We use Tide Original and Tide Free & Clear, Downy and Downy Free & Clear, Bounce & Bounce Free & Clear product*s. *You are welcome to send washing supplies with your laundry at pickup if you require a product we do not offer. Just be sure to give us a heads up that there are special washing instructions.*
* Is there a chance of shrinkage, color bleeding or damage to clothing during the wash/dry process? *As with all clothing, there is a chance of shrinkage, color bleeding and light wear and tear in a typical wash/dry process. We offer cold water washing, separate light and dark clothing, use quality detergent and offer air-drying in attempt to avoid these occurrences.*
* What if my clothing is lost or damaged? *This is EXTREMELY unlikely, but in the event of lost or damaged items we offer up to $100 for any lost loads of laundry and up to $35 per damaged garment. We do not offer damages for shrinkage, color bleeding or regular wear and tear that may occur during a typical wash/dry process. If special instructions are required for specific items, please be sure to include this information when scheduling services and preparing items for pickup.*

*Please print/sign and date below to acknowledge that you have read and received the Bates Grout 2 Grass Laundry Services Policy & Procedures:*

*Print: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*