

8/22/2023

TERMS AND POLICIES FOR WASH DRY FOLD / WASH DRY BAG / TRANSFER
LAUNDRY SERVICES:

- 1) Customer is to remove everything from pockets of clothing and/or is wrapped in laundry.
- 2) Customer is to bring laundry into Twin City Laundry, in plastic bags that will be thrown away OR in reusable, washable laundry bags that will be washed along with customer laundry.
- 3) Customer is to sort and bag laundry, as they choose to have it washed. Any individual bag, weighing less than 15lbs will be charged a reduced minimum charge equal to \$21 as long as the total order exceeds 30lbs.
- 4) Customer is to pay for services at laundry drop off.
- 5) Twin City Laundry inspects washing machines and dryers for anything that may damage clothes before a customer's laundry is put in the machine. The customer assumes responsibility for laundry damaged by ink pens, nail polish, perfumes, candy, tools, nuts/bolts/screws, knives, and any other items that may damage laundry.
- 6) Any comforter or other item that requires more than 60 minutes drying time will be charged an extended drying charge equal to the actual drying time exceeding 60 minutes. Bulky, thick items and down comforters will be charged an additional 40 minutes at the time of laundry drop off. If drying time is needed, exceeding 100 minutes, customer will be called to approve the additional charge.
- 7) Down comforters require two or more hours drying time since feathers will mildew if not completely dry. Three hours drying is a good estimate for most down comforters.
- 8) Twin City Laundry does not have extra storage space for laundry left more than 3 days after customer has been notified by text or phone call that the order is ready for pickup. Any order left more than 3 days will be moved to an offsite storage location. 30 days from the date the order is brought into Twin City Laundry, a donation will be made to New Life Church.

Customer Name: _____

Customer Phone Number: _____

Signature: _____

Date: _____