

Terms and Conditions:

Diamonds & Pearls Wash-N-Fold Services is pleased to provide professional laundry services to you or (“you” or “the customer”) subject to your compliance and acceptance with the terms and conditions set forth below. Please read the following provisions carefully and if you do not agree, please do not use our services. Your use of Diamonds & Pearls indicates your agreement to be bound by the terms and conditions herein. These terms and conditions are subject to change at any time without notice, at our sole discretion.

Pick-Up and Delivery:

All services will be provided by a Diamonds & Pearls provider/partner assigned to you. Pick-up and delivery will take place by predetermined day and frequency, except on certain holidays, determined by Diamonds & Pearls. Diamonds & Pearls or you may change the predetermined pick-up/delivery times, permanently or temporarily, with advance notice by you or Diamonds & Pearls. Diamonds & Pearls requires at least a two-hour notice prior to any change.

If you leave your items at a secure spot you will leave them at your own risk. This is also true for delivery. Items left for pick up are not under our care until we have retrieved said items. Items left for delivery at a predetermined location will not be under our care once they have been left at the agreed upon location. Diamonds & Pearls is not responsible for and shall not pay for any items lost, damaged, or theft left unattended by the customer for pick-up or delivery.

Missed Scheduled Pick-Up/Delivery:

If the customer missed a scheduled pick-up or delivery, the customer must coordinate with Diamonds & Pearls to reschedule. We reserve the right to charge a missed pick-up or delivery fee of \$25 if you “the customer” fail to notify Diamonds & Pearls two-hours prior to the scheduled day and time of pick-up or delivery.

All deliveries are free within a 25 mile radius of zip code 64130. A \$25 fee will be assessed for deliveries beyond 25 mile radius of zip code 64130. If delivery and pick-up locations are different, then the rate applies to the distance farthest of pick-up or delivery location.

Payment:

Services will not begin until Diamonds & Pearls Wash-N-Fold has secured payment information via a valid & current debit/credit card. All online payments are processed through Diamonds & Pearls Wash-N-Fold secured payment system. All payments are non-refundable. Clients will be charged upon delivery of clothing. Diamonds & Pearls does not accept cash. Contact us at info@diamondsandpearlsllc.com if you wish to request an alternative payment arrangement. Diamonds & Pearls reserve the right to change prices at any time. Diamonds & Pearls does not anticipate any payment collection issues but does reserve the right to withhold the customer’s laundry until full payment has been collected.

Minimum Fee:

There will be a \$25 minimum charge on all orders. For same day laundered services there will be a 35% upcharge of the total order, and next day service will be a 25% upcharge of the total order. Pricing will be charged by the pound. If items are weighted more than the pound, prices will be charged based on the actual weight. For example, if a load weighs 24.75 lbs, that will be the poundage used to determine the fee, the poundage will not be rounded up or down.

Missing or Damage:

We do not inventory or count your laundry items, but we will make every effort possible to assure that all items that were picked-up will be dropped off. Diamonds & Pearls Wash-N-Fold is not liable for missing items. Missing or damaged items must be reported to Diamonds & Pearls Wash-N-Fold Services within 24 hours of delivery of your clothing or linen. Failure to report the missing or damaged items within 24 hours shall remove any liability of Diamonds & Pearls Wash-N-Fold Services for the missing or damaged items. If Diamonds & Pearls Wash-N-Fold is liable for the damaged items, then we will discuss to rectify the situation where all parties are satisfied. All bundles collected will be tagged with your name, and your clothes are never loose in our facility unless they are inside a machine, on the folding table, or in their own laundry cart waiting to be folded. We will do everything we can to avoid damaging your laundry.

Unfortunately there are limitations to what we can do. We do not check pockets to see if you have left anything in them. Therefore, we cannot be held responsible if something is left in your laundry that could potentially damage clothing. In addition, if you notify us that you left your item in your pocket, we cannot guarantee that we will find or return it.

Please note that all laundering processes, can potentially cause wear and tear to your clothing, in which Diamonds & Pearls will not be held liable. Similarly, Diamonds & Pearls reserve the right to decline cleaning any particular piece of laundry if any pre-existing damage is found or if Diamonds & Pearls have a concern about the colorfastness or the age or weakness of the fabric.

Refunds:

All sales are final and payments are non-refundable.

Garment Care:

Diamonds & Pearls Wash-N-Fold Services desires the high quality of laundering your clothing and will use all necessary precautions to avoid damage to clothes. 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.

Diamonds & Pearls Wash-N-Fold Services is not responsible for any of the following items inside the customer's laundry bag:

- a. Non-washable items

- b. Items that are labeled for hand wash only
- c. Items that are labeled for dry clean only
- d. Items that have been exposed to bed bugs
- e. Items not meant for laundering.

As the customer, you adhere to that if items are meant for air dry (per request of customer or Diamonds & Pearls Wash-N-Fold's determination for best garment care) may be damp upon delivery.

The customer is responsible for any and all damages caused by any items left in the customer's clothing or laundry bag that can or may cause damage to the property of any Diamonds & Pearls Wash-N-Fold's provider or partner, other customers, or clean machines.

Diamonds & Pearls Wash-N-Fold Services are not responsible for any damage that is done to your laundry during normal washing and drying such as buttons falling off, beads coming loose, seams coming undone, damage resulting from items left in the clothing, bleeding of colors, shrinking or any other alteration resulting from normal washing procedures. It is the customer's responsibility to specify special-processing items (delicate-wash, air-dry, line dry/dry flat, stain-treatment, water and drying temperatures) in the special comment section. Diamonds & Pearls Wash-N-Fold Services do not read cleaning instruction labels and is not responsible for special care items such as dry clean only left in laundry bag. Diamonds & Pearls will provide professional quality laundering services and handle all clothing with reasonable care. Inherent manufacturer defects, weak material, color loss from household chemicals, or previous staining cannot be prevented or removed and will not be the responsibility of Diamonds & Pearls Wash-N-Fold Services. We will make every attempt to remove stains, however, persistent stains may not be able to be resolved, and stain removal is not guaranteed.

Diamonds & Pearls reserve the right to re-clean items were not properly cleaned or have not been worn since they were cleaned at no additional cost. Diamonds & Pearls Wash-N-Fold Services provider or partners are not responsible for loss of or damage to any personal or non-cleanable items left in the clothing or laundry bags such as money, jewelry, gum, lipsticks, pens/markers, or any other items. You agree not to leave those such items in your bag. Zippers behave unpredictably while cleaning. There is a possibility that there is a zipper issue during a normal washing cycle and Diamonds & Pearls does not accept any liability for any such issues.

Use of Third Party Service Providers:

Diamonds & Pearls Wash-N-Fold Services LLC will deliver the customer's items to and from a laundering service of Diamonds & Pearls Wash-N-Fold Services choice. Diamonds & Pearls Wash-N-Fold Services LLC reserves the right to utilize any outsourcer, vendor, or outside service provider, for any service, in its sole discretion, without notice to the customer. Diamonds & Pearls Wash-N-Fold Services LLC is not responsible for, and will not be held liable for any damage or loss due to the acts or omissions of its vendors, third party outsourcers, or service providers.

Allergies:

Diamonds & Pearls Wash-N-Fold Services uses Procter & Gamble laundry detergents for all of our customers. Procter & Gamble brand has “hypoallergenic/sensitive skin” detergent. However, we do wash clothes in shared washing machines where other detergents may have been used, and it is possible that small amounts of other detergents, which may not be hypoallergenic/sensitive skin, may not be completely rinsed out of these washing machines.

Miscellaneous/Disclaimer:

As Diamonds & Pearls Wash-N-Fold Services LLC change, we may want to modify some of the terms in this agreement. Therefore, we encourage you to check our website frequently to familiarize yourself of any changes. Diamonds & Pearls Wash-N-Fold shall be limited to general money damages in a maximum amount and 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 Diamonds & Pearls Wash-N-Fold 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 Diamonds & Pearls Wash-N-Fold Services be held liable or responsible for any consequential, special, indirect, or incidental or punitive loss or damages whether or not Diamonds & Pearls knew or should have known of the likelihood of any loss or damages. Diamonds & Pearls disclaims all warranties express or implied, with respect to the services rendered to the customer.

Collection/Special Instruction Sheets:

The Collection/Special Instructions Sheets are used for the sole purpose of keeping track of items. All information provided on the Collection/Special Instruction sheets by the customer shall be accurate in every way. Diamonds & Pearls Wash-N-Fold are not responsible for any item which does not appear on the Collection/Special Instructions Sheet. The customer agrees to complete an Collection/Special Instruction Sheet for all items inside the laundry bag. If any items are left without an Collection/Special Instruction Sheet, Diamonds & Pearls Wash-N-Fold Services reserves the right to complete one based on the items inside the bag without notice to the customer. The customer agrees to be bound by the content of the Collection/Special Instruction Sheets.