

Terms of Service Agreement for Mamas To-Do LLC

Effective Date: March 31, 2025

1. Introduction

Welcome to Mamas To-Do LLC! These Terms of Service ("Terms") govern your use of our laundry pickup and delivery services ("Services"). By using our Services, you agree to comply with and be bound by these Terms. If you do not agree with any part of these Terms, please refrain from using our Services.

2. Definitions

- "Service" or "Services": Refers to our laundry collection, cleaning, drying, folding, and return delivery services.
- "Customer": The individual or entity placing an order for services.
- "Order": A request for services as specified by the Customer.

3. Service Availability

Our Services are available within certain geographical boundaries established by Mamas To-Do LLC. We reserve the right to modify these boundaries at any time.

4. Service Requests

To submit an Order, Customers must provide accurate and complete information, including but not limited to:

- Pickup and delivery addresses
- Contact information
- Special instructions or preferences

5. Pricing and Payment

- Pricing: Prices for services are detailed on our website and may vary based on the type of laundry, quantity, and any specific customer requests.
- Payment: Payment is due before order delivery and can be made via Venmo, Zelle, Apple Pay, PayPal, and Stripe. All payments are processed securely.

6. Pickup and Delivery

- Scheduling: Customers may select their desired pickup and delivery times during the order process.
- Responsibility: Customers are responsible for ensuring that their laundry is accessible for pickup. Mamas To-Do LLC is not liable for any delays related to accessibility issues.
- If clothes are not available at the scheduled time, a \$15 inconvenience fee will be added to your order if still completed, or will be added to the next order. Another order will not be completed until the inconvenience fee is paid.

7. Service Guarantee

We strive for excellence in providing our Services. However, if you are dissatisfied with any aspect of the service, please contact us within 24 hours to discuss your concerns. We may offer a redo or credit at our discretion.

8. Acceptable Items

Customers should not include the following items in their laundry:

- Items that require special care (i.e., dry cleaning)
- Hazardous materials
- Items with excessive wear or damage

Mamas To-Do LLC reserves the right to refuse service for any item deemed unacceptable.

9. Limitation of Liability

To the fullest extent permitted by law, Mamas To-Do LLC is not liable for any loss, damage, or theft of items left for service during pickup, cleaning, or delivery. Customers are encouraged to remove valuable items prior to service.

10. Termination of Service

Either party may terminate this agreement at any time for any reason. Customers are advised to notify us at least 24 hours in advance of any scheduled service to avoid charges.

11. Privacy Policy

Your privacy is important to us. Please review our Privacy Policy, which outlines how we collect, use, and protect your personal information.

12. Amendments

Mamas To-Do LLC reserves the right to amend these Terms at any time. We will notify Customers of any significant changes via email or through our website. Continued use of our Services following such changes constitutes acceptance of the modified Terms.

13. Governing Law

These Terms shall be governed by and construed in accordance with the laws of Colorado, USA. Any disputes arising from these Terms shall be resolved in the courts of Colorado, USA.

14. Contact Information

For questions or concerns regarding these Terms or our Services, please contact us at:

Mamas To-Do LLC

Email: MamasToDoList13@gmail.com

Phone: 815-703-0492

Address: 8255 Hidden Pine Drive, Colorado Springs, CO 80925

By using our Services, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.

Mamas To-Do LLC

Helping Hands, Warming Hearts