

## Policies, Terms & Important Information

### JUDGMENT FREE ZONE

#### Privacy

Your privacy is respected at all times. All personal information and laundry items are kept **confidential** and will never be shared/discussed to anyone. However, photos maybe taken for marketing purposes, but will be never linked to you.

#### Washing & Care

All items are washed in **cold water**, detergent of your choice, with a **color catcher sheet** and dried on **medium heat**, unless otherwise requested. I'm unable to check every care tag, please make me aware of any line dry/hang to dry only items, and separate from regular laundry. Obvious stains are treated during sorting, and pockets are checked prior to washing. While extra care is taken to lighten stains, **stain removal cannot be guaranteed**.

#### Hanging/ Ironing Requests

Hanging and ironing services are available **upon request**. **Hangers must be provided by the customer**.

#### Bag Pricing Policy

No Flex or stretch-type bags, rips/tears due to overstuffing. .

#### Items Not Accepted

For safety, equipment protection, and capability the following items are **not accepted**:

Shoes

Rugs

Items requiring dry cleaning

Comforters/duvet insert or pillows

Items containing bugs (including bedbugs or lice)

Items soiled with blood or fecal matter

*bedsheets, blankets, and duvet covers are **ACCEPTED**.*

#### Payment Policy

**Payment is due at drop-off.**

Accepted payment methods: **Cash, Venmo, Cash App, PayPal, Zelle**

For digital payments, the customer is responsible for **goods and service fees** (additional **3%**)