

Princeton Student Laundry and Dry Cleaning Agency Policies: 2009-2010

Any order placed through this online store is subject to the terms of the Laundry Policy Statement below.

PRICING OPTIONS

PSLA is offering 4 specific pricing options for the 2009-2010 school year. A customer must choose first how long he or she would like the service (either for the semester or the entire year), and then how often he or she will use the service (either one day or two days a week). The one-day a week, semester-long option will be \$270, the one-day a week, year-long option \$450, the two-days a week semester-long option \$450, and the two-days a week, year-long option \$750. Any customer choosing to sign-up for service after it has begun must pay full price. There will be no prorated discounts.

DURATION OF SERVICE

Laundry Service will begin on **September 24th 2009**. Service is weekly, excluding Fall Break, Thanksgiving, Winter Break, Dean's Date, Exam Periods, Intersession and Spring Break. Please refer to the PSLA Service Schedule attached to this contract. Laundry bags will be collected on Monday/Thursday mornings and delivered on Thursday/Monday afternoons, respectively. There will be no exceptions to the schedule. Laundry bags should be outside the door by 5am on the day of pick-up, unless otherwise noted.

Please Note: those customers with Thursday pick-up days will have their bags returned the following Monday, and in the case of mid-term week before both Fall and Spring break, bags will be picked-up on October 29th/March 11th and returned on the Monday following the respective break, i.e. November 9th/March 22nd. Please plan ahead for these dates. An e-mail will be sent out to remind customers.

YOUR PSLA-ISSUED LAUNDRY BAG IS REQUIRED

Customers may **ONLY** use the laundry bag provided by PSLA to pack their laundry pick-up. If initial bag given to the customer is lost, the customer must purchase a replacement for \$10 in order to continue service. However, if the bag is damaged during the pick-up / delivery cycle, the bag will be replaced by PSLA at no expense to the customer. **PSLA will not pick up bags that are not issued by the agency.**

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THE PICK-UP / DELIVERY CYCLE

Placement of PSLA Laundry Bag – Laundry Bags should be placed outside the customer's door the night before the scheduled day to insure a 5am pick-up. Please be advised that PSLA will not assume responsibility for laundry lost or stolen while sitting outside of the door. PSLA will only assume responsibility if the laundry is lost or stolen while in the possession of PSLA (from the time the laundry bag is picked up to the time of delivery). Special arrangements for pick-up can be made if PSLA is notified by email two days in advance.

Pick-up and Delivery Schedule – Depending on which pricing schedule is chosen, those with the two-days a week option may leave a bag out on any day there is a pick-up. Those with the one-day a week option will be assigned a pick-up day: either Monday or Thursday. Bags picked up on Monday morning will be returned Thursday afternoon, and those picked up Thursday morning will be returned Monday afternoon. Please refer to the PSLA Service Schedule included with this contract to make certain the service is operating. It is the responsibility of the customer to make their laundry bag available for normal pick-up schedule. **If a bag is not available for pick-up as described above, it will not be cleaned that week.** Refunds will not be given to customers who miss their normal pick-up day.

In order to ensure a smooth operation, if the customer's bag is missed because he or she forgets to put it out, or it is missed by the agency's employees; one of two options is possible. For those under the one day a week plan, they may 1) leave their bag out on their unassigned day, but miss the following week's pickup in order to maintain their scheduled pickup, or 2) they may choose to forgo the unassigned day in order to have their bag ready for their next assigned pick-up day. For those under the two-days a week option, they may simply leave their bag out on the next scheduled pick-up day (the following Monday/Thursday).

Misdelivered Bags – Any bag that is delivered to the wrong door by a PSLA employee is considered misdelivered, and will be allowed up to two weeks in order for proper delivery to occur before being considered as lost. Only after two weeks will a reimbursement of lost clothing be given, and it will be no more than the cost of the customer's sign-up fee.

Non-clothing Items – Any items left in the customer's pockets or bag including, but not limited to: pens, pins, wallets, etc., will be considered non-clothing items. PSLA is not liable for any of these items if they are not returned to the customer. It is the customer's responsibility to make sure that only articles of clothing are placed into his or her PSLA laundry bag before it is left out

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for pick-up.

Pick-up and Delivery schedule subject to change – PSLA reserves the right to alter the pick-up / delivery schedule. In the event of a change, customers will be notified by email. PSLA will not refund those customers who miss their pick-up day during any given week, and bags not made available according to the new pick-up schedule will not be cleaned.

Damaged Clothing – All clothes are washed in cold water and dried under permanent press heat. Whites and colors are not separated. PSLA is not liable for any damaged clothes. This includes but is not limited to: shrinking, color bleed, rips or tears, and any items left in customer's bag or pockets which may explode during the cleaning process such as pens, lipstick, chap-stick, etc.

POTENTIAL FINES

Double Bagging – This happens when additional laundry not owned or worn by the customer is placed in the laundry bag for pick-up. Laundry contracts are made between PSLA and individual customers, and PSLA only agrees to do the laundry owned and worn by the individual customer. Customers in violation of this policy will automatically be billed **\$50** for each incident. **Repeat violators will be in jeopardy of having this contract terminated.** If this contract is terminated, customers will be notified by email.

Overstuffing – This happens when the laundry owned and worn by the customer is stuffed into the laundry bag, exceeding reasonable PSLA standards with regards to weekly laundry service. A bag is considered overstuffing if a PSLA employee is unable to close the draw string tightly enough in order to guarantee that no clothes will fall out of the bag. If the bag weighs considerably more than 10 lbs, it may also be considered overstuffing and is subject to the manager's discretion. PSLA reserves the right to automatically bill the customer **\$50 for each incident.** **Repeat violators will be in jeopardy of having this contract terminated.** If the contract is terminated, customers will be notified by email. The customer will be given a grace period for the first week of service in which no fines will be charged. Beginning October 1st, 2009, any bags that meet the overstuff requirements set forth will be charged.

ITEMS REQUIRED SPECIAL CARE

Items inside the PSLA-issued laundry bag which require special care must be placed in disposable plastic bag along with a slip of paper detailing the specific handling instructions (wash cold, hang

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dry, etc.). PSLA is not responsible for miscommunications caused by handwriting that is illegible or not easily discernable. Please note that there is a considerable time constraint on our cleaners and that any items in which air-drying is needed could possibly come back not completely dry, which increases the chances of mildew. PSLA will not accept any responsibility for any damages that may occur.

DRY CLEANING

Customers wanting certain items dry cleaned must follow the following procedure in order to ensure service. Please be aware that the cost of dry cleaning is not included with the regular laundry service price. The cost of the dry cleaning will be billed to the credit card on file, unless another method of payment is specified before pick-up. Please see the “Billing” section below for more details.

Procedure for having your items dry cleaned – Please place your dry cleaning items in a disposable plastic bag clearly labeled ‘DRY CLEANING PSLA’ along with a slip of paper containing customer’s:

1. NAME
2. CAMPUS ADDRESS
3. CAMPUS PHONE NUMBER

It is imperative that this information be included with your items to ensure the return of items to the proper owner.

Placement of Dry Cleaning Bag – Dry cleaning bags must be clearly placed along side (but not inside) the PSLA-issued laundry bag on the day of regular pick-up. Dry cleaning bags not in clear view along side the laundry bag will not be cleaned. PSLA is not responsible for lost items left outside of the door.

Delivery – In general all dry-cleaning that is picked up on a given day, either Monday or Thursday, will follow the same, previously mentioned delivery schedule as the laundry bags. However, in some cases where the work load on the dry-cleaners is heavy, please allow up to one week for delivery.

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Billing – Dry cleaning costs will be billed the day of delivery to the credit card on file, unless another method of payment is specified before pick-up. PSLA reserves the right to halt laundry and dry cleaning services due to non-payment.

Items Required Special Care – Special instructions for dry cleaning items must be legibly written on the slip of paper with your name, address, and phone number. PSLA is not responsible for miscommunications caused by handwriting that is illegible.

CANCELLATION

Cancellation of laundry contracts must be made in writing within fourteen days of a customer's first pick-up day in order for a refund to be issued. PSLA will retain 15% of a customer's payment in order to cover operational expenses. Cancellations made after fourteen days will be honored, but no refund will be issued.

PSLA Service Schedule 2009-2010

September 24, 2009: First Thursday Pick-up

September 28, 2009: First Monday Pick-up/First Thursday drop off

October 31 – November 8, 2009: Fall Recess, Thursday, October 29th delivered on Monday, November 9th

November 9th, 2009: Laundry Service resumes

December 18th, 2009 – January 3, 2010: Winter Break, No Laundry Service Thursday

December 17th delivered Monday, January 4th

January 4th, 2010: Laundry Service Resumes

January 11, 2010: Last laundry returned (from Thursday, January 7 pick-up) of Fall Semester, No Monday Pick-up

January 12 – January 31, 2010: No Laundry Service due to Intersession and Exam period

February 1, 2010: Spring Semester Laundry Service Begins, First Monday Pick-up

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February 4, 2010: First Thursday Pick-up/Monday drop-off

March 13 – March 21, 2010: Spring Break, Thursday, March 11 delivered on Monday, March 22nd

March 22, 2010: Laundry Service Resumes

May 3, 2010: Last Monday Pick-up

May 6, 2010: Last Thursday Pick-up/Monday Drop-off

May 10, 2010: Last Thursday Drop-off