

HELENA'S CLEANERS

TERMS AND CONDITIONS

EFFECTIVE AUGUST 24, 2026 · SUPERSEDES THE TERMS EFFECTIVE JANUARY 1, 2025

At Helena's Cleaners, we treat every garment as if it were our own. These Terms and Conditions exist to make sure we're always on the same page — so you know what to expect from us, and we know how best to serve you. By using our services, you agree to the terms below.

DEFINITIONS

The following terms are used throughout this document:

- **Gross Negligence** — a serious failure to exercise even the most basic level of care, going beyond an honest mistake or minor oversight. For example, a garment being lost due to a complete failure of our tracking process.
- **Willful Misconduct** — an intentional act or deliberate disregard for a customer's property or rights.
- **Preliminary Quote** — an estimate provided before a seamstress or tailor has fully evaluated the garment. This is not a final price.
- **Ready Date** — the date your order is marked as complete and available for pickup or delivery.
- **Standard Dry Cleaning** — our per-garment dry cleaning service, which includes individual inspection, spot and stain treatment where appropriate, finishing, and item-level handling and tracking.
- **Wet Cleaning** — our professional water-based per-garment cleaning service, handled with the same individual inspection and item-level care as Standard Dry Cleaning.
- **Wash & Fold** — a volume-based, weight-priced laundry service in which garments are washed and dried together as a single order using our standard process, sorted by color only, and are not individually inspected or itemized.
- **Bulk Dry Cleaning** — a volume-based, weight-priced dry cleaning service with a 50-pound minimum, in which garments are processed together as a single order and are not individually inspected, spot treated, finished, or itemized.

PAYMENT TERMS

- Any pricing provided over the phone is an estimate only.
- Final price quotes cannot be given until the item is seen in-store.
- We reserve the right to retain your goods until payment in full is received, consistent with Revised Code of Washington (RCW) 60.08 and 60.10.
- By adding a payment method on file to your account, you authorize Helena's Cleaners to charge it for services rendered, including any unpaid balances on completed orders that remain unpaid after the order's ready date. Helena's Cleaners may attempt to charge the payment method on file at any time after the ready date to collect amounts owed.

STANDARD DRY CLEANING AND SHIRT LAUNDRY

This section describes our Standard Dry Cleaning service. Wet Cleaning and Bulk Dry Cleaning are separate services governed by the sections below. How we select a cleaning method for any garment is set out in the WET CLEANING section.

- Helena's Cleaners accepts no liability for damage due to normal cleaning of items without care instructions and accepts no liability for items treated in accordance with the care labels or other instructions provided.
- Where we clean a garment by the method stated on its care label, Helena's Cleaners cannot be held responsible for damage that results from following the manufacturer's prescribed cleaning method.
- Helena's Cleaners reserves the right to refuse cleaning of any garment.

WET CLEANING

Wet Cleaning is our professional water-based cleaning method. Like Standard Dry Cleaning, it is a per-garment service that includes individual inspection, spot and stain treatment where appropriate, finishing, and item-level handling and tracking.

How we choose a cleaning method

Helena's Cleaners determines the cleaning method for each garment based on our professional assessment of its fabric, construction, condition, and soil or stain type. By using our services, you

authorize us to select the method we believe is best suited to the garment. In some cases this means cleaning a garment by a method other than the one stated on its care label — most often Wet Cleaning, which is frequently gentler than solvent cleaning and can achieve results dry cleaning cannot, particularly with water-based stains and odors. Our judgment is always exercised for the benefit of the garment.

- **Garments we contact you about first.** Before cleaning a garment by a method other than the one stated on its care label, we will make reasonable efforts to contact you where the garment is silk, cashmere, or wool; leather- or fur-trimmed; beaded or embellished; structured or tailored, such as a suit, blazer, or formalwear; or a garment you have identified to us as high-value. If we are unable to reach you, we will clean the garment by the method stated on its care label.
- **If you prefer the care label be followed.** You may ask us to clean any garment only by the method stated on its care label. Tell us at or before drop-off, or add a note to your order, and we will follow the care label or return the garment unprocessed.
- Because garments in Bulk Dry Cleaning and Wash & Fold orders are not individually assessed, this consultation does not apply to those services. All garments in a Bulk Dry Cleaning order are dry cleaned; all garments in a Wash & Fold order are washed using our standard process.

Wet Cleaning limitations

- Because Wet Cleaning uses water, some fabrics may shrink, relax, change in texture or hand, or change in color or finish.
- Our liability for damage to any garment is subject to the limitations set out in the DAMAGED ITEMS section, and in the BULK DRY CLEANING, WASH AND FOLD, and ALTERATIONS sections for those services.
- Helena's Cleaners reserves the right to refuse Wet Cleaning of any garment.

BULK DRY CLEANING

What Bulk Dry Cleaning is

- Bulk Dry Cleaning is a volume-based service with a 50-pound minimum and is priced by weight, not by garment. It is a different service from Helena's Standard Dry Cleaning and is

offered at a significantly reduced rate that reflects the reduced level of handling described below.

- Garments submitted for Bulk Dry Cleaning are processed together as part of a bulk order. They do not receive the individualized inspection, stain treatment, finishing, or handling provided with our Standard Dry Cleaning service.
- Order weight is determined by Helena's Cleaners' scale at the time of processing, and that measurement is final for billing purposes.
- Bulk Dry Cleaning orders do receive a pocket check. A pocket check is not a garment inspection — it is limited to removing items found in pockets, and no assessment or record of a garment's condition, care label, or suitability is made. See the PERSONAL / LOOSE ITEMS section.
- All garments in a Bulk Dry Cleaning order are dry cleaned. Because bulk garments are not individually assessed, the care-label consultation described in the WET CLEANING section does not apply to this service.
- Customers accept these Terms and Conditions, including this section, when creating an account through our point-of-sale system. Bulk Dry Cleaning is offered only to customers who have accepted these Terms.

What Bulk Dry Cleaning does not include

- Bulk Dry Cleaning does not include individual spot or stain treatment, hand pressing, garment-specific finishing, restoration, or minor repair.
- Garments are not itemized, tagged, or inventoried piece by piece at intake. Bulk orders are received, tracked, and returned as a single order.
- Bulk Dry Cleaning does not include pressing or finishing. Wrinkling, creasing, and lack of press are expected characteristics of this service and are not considered damage.
- Customers who require individualized stain treatment, pressing, inspection, or special handling should use our Standard Dry Cleaning service.

Customer responsibilities

- It is the customer's responsibility to inspect garments before submitting them and to remove any item that is not suitable for bulk processing. Customers should empty all pockets before drop-off.

- Garments that should not be submitted for Bulk Dry Cleaning include, but are not limited to: leather, suede, or fur; beaded, sequined, or heavily embellished garments; wedding gowns and formalwear; vintage or heirloom items; garments with unsecured or fragile buttons, trims, or embellishments; garments with known pre-existing damage; and any garment whose replacement value exceeds \$150.
- By submitting a garment for Bulk Dry Cleaning, the customer represents that the garment is suitable for bulk processing and accepts the level of service and the risks described in this section.
- If we identify a garment that is not suitable for bulk processing, we may remove it from the bulk order and either return it unprocessed or process it as Standard Dry Cleaning at standard rates, with prior notice to the customer where practical.

Condition at intake

- Because garments in a bulk order are not individually examined, Helena's Cleaners does not document the pre-existing condition of each garment — including stains, spots, holes, wear, weakened seams, or loose or damaged buttons, zippers, trims, or embellishments — before processing.
- The customer acknowledges that no per-garment intake record exists for Bulk Dry Cleaning orders, and agrees that the absence of a documented stain, spot, defect, or other condition at intake is not evidence that the condition was caused by Helena's Cleaners.

Limitations specific to Bulk Dry Cleaning

- Helena's Cleaners is not responsible for damage or change resulting from pre-existing conditions, inherent weaknesses, manufacturing defects, non-colorfast dyes, dye transfer or color blending between commingled garments, shrinkage, texture or finish change, hidden stains or residues, weakened or improperly attached buttons, trims or embellishments, or any other condition that cannot reasonably be identified before bulk processing.
- Garments in a bulk order are cleaned together. While we take reasonable care in sorting, we cannot guarantee against color transfer or color blending in a bulk load.
- Items left in pockets, and any damage caused by them, are governed by the PERSONAL / LOOSE ITEMS section.
- **Damage claims.** For damage to a garment in a Bulk Dry Cleaning order, our liability shall not

exceed the greater of (a) ten (10) times the Bulk Dry Cleaning charge attributable to that garment's weight, or (b) \$50. In no event shall our total liability for any single bulk order exceed the greater of five (5) times the total charge for that order or \$250. These limitations do not apply in cases of gross negligence or willful misconduct.

- **Missing item claims.** Because bulk orders are not itemized at intake, Helena's Cleaners cannot verify that a specific garment was included in a bulk order. Missing item claims for Bulk Dry Cleaning must be reported within 14 days of collection or delivery and are subject to the same limitations of liability set out above.
- All other provisions of these Terms and Conditions, including the DAMAGED ITEMS, MISSING ITEMS, and INHERENT WEAKNESSES sections, apply to Bulk Dry Cleaning except where this section states otherwise. Where this section conflicts with another section, this section controls for Bulk Dry Cleaning orders.

STAIN & ODOR REMOVAL

We will always do our best, but we cannot guarantee the removal of stains or odors. Success depends on many factors including the type and age of the stain, the fabric, color, and construction of the garment, and whether the item has been previously treated or washed.

Please note that odors are often caused by water-based stains. Because dry cleaning does not use water — and garments are dry cleaned specifically due to their material, construction, or stain type — odors may not be fully removed through this process. Where we believe a garment requires a different form of cleaning, such as wet cleaning or spot cleaning, we select the method we believe is best suited to it. The WET CLEANING section sets out when we will contact you first and how to ask that a garment's care label be followed.

Bulk Dry Cleaning does not include stain or odor treatment of any kind.

WASH AND FOLD

Wash & Fold is a volume-based service. Garments are washed and dried together as a single order using our standard process and are not individually inspected, sorted by fabric or care requirement, or itemized.

Our process

- The default Wash & Fold service uses warm water to wash and medium heat to dry.
- Sorting is limited to separating garments by color. We do not read or sort by individual care labels, fabric type, wash temperature, or dry setting, and we do not separate delicate, hand-wash, or dry-clean-only items from the rest of the order.
- Wash & Fold does not include individual stain treatment, pressing, pocket checking, or garment-specific handling.
- Because Wash & Fold garments are not individually assessed, the care-label consultation described in the WET CLEANING section does not apply to this service.
- If you have items that require cold water, a delicate cycle, air drying, or other special handling, please tell us before your order is processed. We may be able to accommodate the request as a separate service at an additional charge. Requests made after processing cannot be accommodated.

Customer responsibility

- It is the customer's responsibility to review the items they submit for Wash & Fold and to remove anything that is not suitable for standard machine washing and drying. Please empty all pockets before drop-off.
- By submitting an item for Wash & Fold, you represent that it is machine washable and dryer safe at standard settings.
- Items that should not be submitted for Wash & Fold include, but are not limited to: garments labeled "dry clean" or "dry clean only"; hand-wash-only items; wool, cashmere, silk, leather, suede, or fur; structured or tailored garments such as suits, blazers, and formalwear; beaded, sequined, or embellished items; garments that are not colorfast; and any garment whose replacement value exceeds \$150.
- Because Wash & Fold pricing does not include per-item inspection, Helena's Cleaners does not review each garment's care label and is not able to identify items that are unsuitable for this service. If we do happen to notice such an item, we may remove it from the order and either return it unprocessed or process it under the appropriate service at standard rates, but we cannot commit to catching every item.

Limitations

- We take reasonable care, but we cannot guarantee against shrinking, felting, stretching,

pilling, color fading, dye transfer, or color blending when using this standard process.

- Helena's Cleaners is not responsible for damage to any item submitted for Wash & Fold that was not suitable for standard machine washing and drying. This includes damage to that item and damage it causes to other items in the same order — for example, dye transfer from a garment that is not colorfast, or a garment that sheds, snags, or bleeds onto others in the load.
- Items left in pockets, and any damage caused by them, are governed by the PERSONAL / LOOSE ITEMS section.
- Wash & Fold orders are not itemized at intake. Because garments in a Wash & Fold order are not individually examined, Helena's Cleaners does not document the pre-existing condition of each garment before processing, and the customer agrees that the absence of a documented stain, spot, defect, or other condition at intake is not evidence that the condition was caused by Helena's Cleaners.
- **Claims.** For damage to or loss of a garment in a Wash & Fold order, our liability shall not exceed the greater of (a) ten (10) times the Wash & Fold charge attributable to that garment's weight, or (b) \$50. In no event shall our total liability for any single Wash & Fold order exceed the greater of five (5) times the total charge for that order or \$250. These limitations do not apply in cases of gross negligence or willful misconduct.
- Claims must be reported within 14 days of the order being collected at the counter or delivered.

ALTERATIONS

We want pricing to be clear before any work begins. If you'd like to know the cost of an alteration, simply request a price quote through any of the following:

- Your online account — send us a message directly
- The kiosk — add a note at drop-off
- Your fitting appointment — ask our seamstress or tailor in person
- By phone — call us at 206-202-3686

If we've provided a preliminary quote and discover additional work is needed, we will contact you for approval before proceeding. No additional chargeable work will begin without your say-so. If we are unable to reach you, we will complete only the work already approved, or hold the garment

until we have your instruction.

Before work begins

- We offer pinning appointments at all 3 of our storefront locations: Normandy Park, Upper Queen Anne, and Lower Queen Anne stores.
- For accuracy, we strongly recommend that garments be pinned by our professional seamstress. Customer self-pinning, and alterations made to measurements you supply rather than to a fitting, are performed at the customer's own risk. We cannot offer complimentary rework or adjustments on self-pinned items or on work completed to supplied measurements.
- Some alterations may require a second fitting to ensure proper fit and finish. We will communicate this need to you during the alteration process.
- **Alterations are permanent.** Once fabric has been cut or a seam altered, the work cannot be reversed.
- Some garments cannot be altered to a requested measurement because of the available seam allowance, the garment's construction, or its pattern. Where we identify this, we will tell you before proceeding.

Outcomes that are not damage

- Letting out a hem, seam, or dart can reveal permanent crease lines, needle holes, fading or color differences, or fabric that is worn or weakened along the original stitch line. These are characteristics of the garment's prior construction and wear, not damage caused by Helena's Cleaners. Where we can see this risk before beginning work, we will tell you.
- A garment that does not fit as you hoped is not damage. Fit concerns are handled through the rework process below.

Finishing after alterations

- Alteration work often leaves chalk, marking, or pressing residue on a garment. Where needed, we may clean, spot clean, press, or steam the garment to remove these marks as part of finishing the work, **at no additional charge**. By placing an alterations order you authorize us to do so. Where a garment is cleaned, the method is selected as described in the WET CLEANING section.

- If you would prefer that we not clean your garment after alteration work, tell us at or before drop-off, or add a note to your order. Please be aware that chalk, marking, or pressing residue may remain visible on the garment if we do not.

If the work is not right

- **Rework is our first remedy.** If an alteration has not been completed as agreed, tell us within 14 days of the garment being collected at the counter or delivered, and we will correct the work at no charge wherever correction is possible.
- **Where the work cannot be corrected.** Our liability for damage to a garment caused by alteration work shall not exceed the greater of (a) ten (10) times the alteration charge for that garment, or (b) \$50, except in cases of gross negligence or willful misconduct.
- Where a garment receives both alteration and cleaning services, this limit is calculated on the combined charge for that garment.
- In no event is Helena's Cleaners liable for indirect, incidental, consequential, or special damages, including loss of use, sentimental value, or the value of a garment as part of a set or pair.
- Once alteration work is completed and delivered, we cannot issue refunds or price adjustments on the grounds that you consider the price too high. This does not affect your right to raise a billing error within the period set out in the PRICING section.

GARMENT RETAIL TAGS

Retail price tags and brand tags — including tags attached with plastic tagging fasteners — are removed on any order that includes alterations. This applies to alterations on their own and to alterations combined with dry cleaning, wet cleaning, or laundry. Removal is necessary in order to fit, pin, and work on a garment, and these tags can also damage a garment during processing.

- Retail and brand tags are not removed on cleaning-only orders.
- **If you plan to return your garment to the retailer,** you must tell us before any alteration evaluation, pinning, or fitting. Where you have told us, we will keep the removed tags and return them with your order. Tags are not otherwise retained.
- Certain alteration evaluations may require handling, repositioning, or temporary removal of retail tags to properly assess garment construction.

- Helena's Cleaners is not responsible for the consequences of removing a retail or brand tag, including any effect on your ability to return or exchange the garment, and is not responsible for tags that are damaged or not retained.
- By authorizing us to proceed with a fitting or alteration quote that requires tag handling, you acknowledge that this may affect your ability to return the garment to the retailer.

DAMAGED ITEMS

- If you believe any of your items are returned to you damaged, you are responsible to report the claim within 14 days of the item being collected at the counter or delivered.
- Item must be returned to Helena's Cleaners in the condition in which it was returned to you.
- Claims of damage will not be considered if the item has been worn or used since processing.
- Our liability for any damage caused by us shall not exceed ten (10) times our charge for cleaning that garment, with a minimum liability of \$50, except in cases of gross negligence or willful misconduct.
- In no event is Helena's Cleaners liable for indirect, incidental, consequential, or special damages, including loss of use, sentimental value, or the value of a garment as part of a set or pair.
- Bulk Dry Cleaning, Wash & Fold, and alterations orders are subject to the additional terms and separate limitations of liability set out in the BULK DRY CLEANING, WASH AND FOLD, and ALTERATIONS sections, which control where they conflict with this section.
- Claims can be made via email to contact@helenasdc.com or by phone at 206-202-3686.

INHERENT WEAKNESSES

- Helena's Cleaners will not be responsible for inherent weaknesses or defects in materials of any garment, from either the manufacturer or from general wear, which may result in tears or the development of small holes in fabric that are not readily apparent prior to processing.
- Standard cleaning processes have unavoidable mechanical action that can exacerbate areas predisposed to weakness.
- Colorfastness, age, or condition of the garment may not be determinable prior to processing, and Helena's Cleaners will not be liable for damage that results from these defects or conditions.

MISSING ITEMS

- If you believe any of your items to be missing, you are responsible to report the claim within 14 days of the order being collected at the counter or delivered.
- To create a missing item claim, you must provide a specific description of that piece of clothing that includes the type, brand, color, and size of the garment. It is your responsibility as a customer to identify the items you provide us.
- We require 10 business days to investigate missing items claims.
- Our liability for lost garments shall not exceed ten (10) times our charge for cleaning that garment, with a minimum liability of \$50, except in cases of gross negligence or willful misconduct.
- In no event is Helena's Cleaners liable for indirect, incidental, consequential, or special damages, including loss of use, sentimental value, or the value of a garment as part of a set or pair.
- Bulk Dry Cleaning and Wash & Fold orders are not itemized at intake. Missing item claims for those services are governed by the BULK DRY CLEANING and WASH AND FOLD sections.
- Claims can be made via email to contact@helenasdc.com or by phone at 206-202-3686.

UNCLAIMED GARMENT POLICY

- Garments not claimed within 90 days of the ready date will be considered abandoned.
- **Prepaid orders:** If garments are not claimed within 90 days, Helena's Cleaners will attempt multiple contacts to reunite you with your order. After that period, items may be donated or responsibly disposed of. No refunds will be issued once the garment is considered abandoned.
- **Unpaid orders:** If a completed order remains unpaid after the ready date, Helena's Cleaners may charge the payment method on file to collect amounts owed. If no payment method is on file, or if the charge is unsuccessful, and the order is not claimed and paid within 90 days of the ready date, Helena's Cleaners will send written notice to the email address on file stating that the garment will be deemed abandoned if not claimed and paid within 30 days. If the garment remains unclaimed and unpaid following that notice period, Helena's Cleaners

may donate, dispose of, or sell the garment to recover amounts owed, consistent with our lien rights under RCW 60.08 and 60.10. Where Helena's Cleaners elects to sell a garment to recover unpaid charges, we will comply with applicable filing and notice requirements under RCW 60.08.020 and the foreclosure procedures of RCW 60.10.

- Helena's Cleaners is not a storage facility — payment covers professional cleaning/alteration services only, not long-term storage.
- Customers will be contacted multiple times within the 90 days to help reunite them with their items.
- Helena's Cleaners is not responsible for garments left beyond this period.
- By leaving items with us, customers agree to this policy.

PERSONAL / LOOSE ITEMS

- Helena's Cleaners is not responsible for loss of or damage to any personal or non-cleanable items left in the clothing or garment bags such as money, jewelry, or other personal items. Please check all garments prior to cleaning.
- If we find any valuables in your garments, we will make every effort to return them to you, but we cannot guarantee recovery of such articles.
- If a belt, pull tie, drawstring (or similar piece) is lost, damaged or not returned with an order, Helena's Cleaners will only be responsible for the value of the missing piece, not the value of the garment that the piece belongs to.
- **Items left in pockets.** Please empty all pockets before drop-off. Emptying pockets is the customer's responsibility for every service we offer.
- Standard Dry Cleaning, Wet Cleaning, and Bulk Dry Cleaning include a pocket check at no additional charge. This is a reasonable check in the ordinary course of processing — it is not a guarantee that every item will be found or removed, and it does not shift responsibility for emptying pockets away from the customer.
- A pocket check is not a garment inspection. It is limited to removing items found in pockets. It does not include assessing a garment's condition, reading its care label, or judging its suitability for the service, and no record of garment condition is made during a pocket check.
- Wash & Fold does not include pocket checking. Garments in a Wash & Fold order are not

individually handled, and no pocket check of any kind is performed.

- For all services, Helena's Cleaners is not responsible for items left in pockets, for the loss of those items, or for any damage those items cause — to the garment they were left in, to other garments in the same order, or to our equipment (lipstick, gum, pens, electronics, and similar).
- Retail price tags and brand tags are governed by the GARMENT RETAIL TAGS section.

BIOHAZARD ITEMS

For the purposes of this section, "biohazard or contaminated material" includes but is not limited to: bedbugs or other live pests, bodily fluids, pet waste, hazardous chemicals, or any substance that poses a health or safety risk to our employees or equipment.

- Customers must communicate the presence of any biohazard or contaminated items to Helena's Cleaners prior to or at the time of drop-off or pickup. Biohazard items must be bagged, sealed, and labeled separately before being submitted for service.
- Helena's Cleaners has the right to return any order or item that contains bedbugs, biohazard, or contaminated material for the safety of our employees.
- Any order that contains biohazard or contaminated material will incur a \$50 biohazard fee, at minimum.

DELIVERY

- Helena's Cleaners will not be responsible for the safety or location of items after delivery if delivered in accordance with customer instructions and documented by geofencing delivery records. Delivery to the confirmed address constitutes completion of service. Helena's Cleaners is not responsible for theft or loss after confirmed delivery.
- To provide evidence of delivery, we use geofencing to verify location of order at time of delivery.
- Customers who provide a cell phone number, and sign up to receive text messages, receive a delivery notification when the order is delivered.

SCHEDULED PICKUP & DELIVERY — ORDER CONFIRMATION

When a pickup or delivery is scheduled, Helena's Cleaners will send the customer a confirmation

notification at the time our driver collects or delivers the order, via text or email.

- This confirmation serves as the official record of when Helena's Cleaners took possession of an order at pickup, or completed delivery.
- If a pickup confirmation is not sent, Helena's Cleaners has not taken possession of the order and cannot be held responsible for its loss, theft, or damage.
- If a delivery confirmation is sent, the order has been delivered in accordance with customer instructions and Helena's Cleaners' responsibility for the order is complete.
- Helena's Cleaners is not responsible for orders that cannot be located at the time of scheduled pickup. Responsibility for the order remains with the customer until a pickup confirmation is issued.
- If you do not receive a confirmation at the expected time, please contact us immediately.

To ensure you receive confirmations, please keep your communication preferences up to date in your account.

BARCODES

To ensure your garments are never lost and are billed accurately every time, we attach a small permanent barcode to each item in an inconspicuous location. This is a standard part of our Standard Dry Cleaning, Wet Cleaning, Shirt Laundry, and alteration services. Garments submitted for Bulk Dry Cleaning or Wash & Fold are not individually barcoded or tracked.

If you have a specific concern about barcode placement on a garment, please reach out to us prior to or at the time of drop-off and we will do our best to accommodate your request.

- Text or Call: (206) 202-3686
- Email: contact@helenasdc.com

KIOSK + IN STORE DROP OFF

- **Kiosk & Locker Responsibility:** Once an order has been extracted from the kiosk or a locker has been unlocked, it is the customer's responsibility to properly collect their items. If an order is left in the kiosk window or in an open locker after being retrieved, Helena's Cleaners is not responsible for loss or damage.
- **Oversize Bin Drop-Off:** The oversize bin is unmonitored. Orders placed in the oversize bin are left at the customer's own risk, and Helena's Cleaners assumes no responsibility for loss or damage while items are in the bin awaiting processing. If you are uncomfortable leaving

your order in the oversize bin, please visit during attended hours or schedule a pick-up/delivery.

PROMOTIONAL CODES

- Customers are permitted to use one promotional code per order and may not combine a promotional code with any other Helena's Cleaners offers. Promotional codes cannot be applied to orders that have already been completed.
- Please review all exclusions carefully before use. Credits or refunds cannot be issued for items that do not qualify under the promo code's terms.
- Helena's Cleaners reserves the right to correct or reverse any promotional code applied in error or fraudulently, regardless of whether the order has been completed.

PRICING

- Current price lists are available on our website: www.helenascleaners.com.
- If no price request is made prior to service, you agree to our standard pricing available at www.helenascleaners.com. This applies to all services offered by Helena's Cleaners.
- It is the responsibility of the customer to review pricing or request a final price quote prior to using our services, as pricing is subject to change.
- Bulk Dry Cleaning and Wash & Fold are priced by weight. Bulk Dry Cleaning is subject to a 50-pound minimum. Weight is determined by Helena's Cleaners' scale at the time of processing.
- Pricing disputes must be raised within 14 days of the date of payment. Claims submitted later may not be considered.
- Claims can be made via email to contact@helenasdc.com or by phone at 206-202-3686.

FORCE MAJEURE

Helena's Cleaners shall not be liable for any delay, failure, loss, or damage resulting from circumstances beyond our reasonable control. These circumstances include but are not limited to:

- Natural disasters such as earthquakes, wildfires, flooding, or severe weather
- Fire, theft, or vandalism affecting our facilities
- Power outages or utility failures

- Pandemics, epidemics, or public health emergencies
- Government mandates, shutdowns, or restrictions
- Labor strikes or work stoppages
- Supply chain disruptions affecting cleaning solvents, equipment, or materials
- Acts of war, terrorism, or civil unrest

In the event of a force majeure situation, Helena's Cleaners will make reasonable efforts to notify affected customers, resume normal operations as quickly as possible, and mitigate any impact on customer orders.

SEVERABILITY

If any provision of these Terms and Conditions is found to be unenforceable or invalid, that provision will be limited or removed to the minimum extent necessary, and the remaining provisions will remain in full force and effect.

ENTIRE AGREEMENT

These Terms and Conditions, together with any service-specific acknowledgment you accept at the time of order, constitute the entire agreement between you and Helena's Cleaners regarding our services, and supersede any prior or contemporaneous understanding on the same subject.

GOVERNING LAW AND DISPUTE RESOLUTION

These Terms and Conditions are governed by the laws of the State of Washington. Any disputes arising out of or related to these Terms or the use of Helena's Cleaners' services shall first be submitted to non-binding mediation in King County, Washington before either party may pursue litigation. Both parties agree to participate in mediation in good faith before initiating any court proceedings.

If mediation is unsuccessful, disputes shall be resolved in the courts of King County, Washington, and both parties agree to submit to the exclusive jurisdiction of those courts.

Nothing in these Terms and Conditions limits any right you may have under the Washington Consumer Protection Act or other applicable law that cannot be waived by agreement.

We encourage customers to contact us directly before initiating any formal process. Most issues can be resolved quickly and fairly through direct communication.

- Text or Call: (206) 202-3686
- Email: contact@helenasdc.com

POLICY UPDATES

- Helena's Cleaners may update these Terms & Conditions periodically.
- The latest version will always be available on our website at www.helenascleaners.com and is presented at point of sale and during new customer account creation.
- Updates apply prospectively only and do not change agreements or services rendered before the effective date.
- Continued use of services constitutes acceptance of updated terms.

Questions? Contact us anytime.

Text or Call (206) 202-3686 • contact@helenasdc.com • www.helenascleaners.com
NORMANDY PARK • UPPER QUEEN ANNE • LOWER QUEEN ANNE