

Helena's Cleaners

Terms and Conditions

Effective Date: January 1, 2025

Last Updated: April 16, 2026

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.

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.

DRY CLEANING AND SHIRT LAUNDRY

- 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.
- Helena's Cleaners follows care labels and 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.

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. If we believe your garment requires another form of cleaning (such as wet cleaning or spot cleaning) that could cause harm to your garment, we will contact you for approval before proceeding.

WASH AND FOLD

- Helena's Cleaners cannot be held responsible for items left within garment pockets or any possible damages caused by items left in pockets (pens, lipsticks, electronics, etc.).
- The default Wash & Fold service uses warm water to wash and medium heat to dry. While we take reasonable care, we cannot guarantee against shrinking, color fading, or color blending when using this standard process.

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.
- Claims can be made via email to contact@helenascleaners.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/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.**
- **Claims can be made via email to contact@helenascleaners.com or by phone at 206-202-3686.**

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 work will begin without your say-so.

Additional alteration policies:

- **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 is performed at the customer's own risk, and we cannot offer complimentary rework or adjustments on self-pinned items.**
- **Some alterations may require a second fitting to ensure proper fit and finish. We will communicate this need to you during the alteration process.**
- **Once alteration work is completed and delivered, refunds or price adjustments cannot be issued for price concerns.**

GARMENT RETAIL TAGS

- **All retail tags are removed before any cleaning process, as they can damage clothes in processes.**
- **If you plan to return your garment to the retailer, you must notify us prior to any alteration evaluation, pinning, or fitting.**

- Certain alteration evaluations may require handling, repositioning, or temporary removal of retail tags to properly assess garment construction.
- We are not responsible for the removal of garment tags.
- 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.

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.
- Helena's Cleaners will also not be responsible for damage to your garments from items left in pockets (lipstick, gum, pens, etc.) unless caused by our negligence.
- We cannot be held responsible for removal of tags.

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 service and applies to all garments we process.

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.
- **Promo/Discount Codes:** 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.
- 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@helenascleaners.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.

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.

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 | Email: contact@helenasdc.com | www.helenascleaners.com

