

## Helena's Cleaners Terms and Conditions

We strive to give your garments the care they deserve. We use the most modern equipment and products available to process and clean your clothes with the utmost care and quality. By opening an account and using the services provided by Helena's Cleaners, you signify that you accept the terms and conditions set forth. These terms and conditions are subject to change and it is the responsibility of the customer to review these terms prior to the use of our services.

**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.

**DRY CLEANING:** 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. We follow 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. Helena's Cleaners does not guarantee the removal of stains or odors.

**WASH AND FOLD:** Although we try our best to mitigate such occurrences, we cannot be held responsible for items left within garment pockets or any possible damages caused by items left in pockets (pens, lipsticks, electronics, etc.). Additionally, our default Wash & Fold service uses warm water to wash and medium heat to dry. We will not honor any claims of shrinking, color fading, or color blending from this process. This is a natural occurrence from the laundry process and clothes damaged from this process will not be considered in any way the responsibility of Helena's Cleaners.

**SPOT TREATMENT:** While we do our best to treat and remove stains, we do not guarantee stain removal. There are many factors that determine the success of stain removal including the color, age, material, and structure of the garment, in addition to what the stain consists of, how long the stain has been present, or if it has been pretreated or washed prior.

If an item is returned to you with a stain, please check for a "spot tag" on the hanger to let you know that the stain was noted and treated, but may require a more aggressive treatment that risks damaging the item. With your approval, we are happy to reprocess a second time at no charge.

**DAMAGED ITEMS:** If you believe any of your items are returned to you damaged, you are responsible to report the claim within 12 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 with respect to any damaged to garments caused by us shall not exceed ten (10) times our charge for cleaning that garment regardless of brand or condition. Claims can be made via email to [contact@helenascleaners.com](mailto:contact@helenascleaners.com) or by phone at 206-202-3686.

**INHERENT WEAKNESSES:** Helena's Cleaners cannot be held 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. The dry-cleaning process has unavoidable mechanical action that can exacerbate areas that are 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 12 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 are a very large and complex logistics operation and for us to be 100% thorough, we ask that you allow us up to 10 business days to investigate missing items claims. Our liability with respect to any lost garments shall not exceed ten (10) times our charge for cleaning that garment regardless of brand or condition. Claims can be made via e-mail to [contact@helenascleaners.com](mailto:contact@helenascleaners.com) or by phone at 206-202-3686.

**ALTERATIONS:** We offer pinning appointments out of our Normandy Park and Upper Queen Anne locations. We highly recommend that when applicable to the item/alteration, customers should be pinned by a professional seamstress with us for the most accurate measurement. Pinnings completed by the customer are done at the customer's own risk and we will not offer redo services on these items for adjustments or be held responsible for any alterations that are irreversible. Please note that some alterations require the cutting and removal of material and may not be reversible.

**DONATION:** If garments are not collected from storefront within ninety (90) days of drop off we consider the items abandoned, and reserve the right to dispose of them as we see fit and shall not be held liable for any loss that you may suffer in such an event. All efforts to reunite the garments with the owner (based on phone and email on file) will be made prior to disposal.

**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 be held liable for the loss of any 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 held responsible for damage to your garments from items left in pockets (lipstick, gum, pens, etc.).

**BIOHAZARD ITEMS:** Helena's Cleaners holds the right to return any order that contains bedbugs or a biohazard for the safety of our employees. Any order that is infested with bedbugs, contains feces, blood, bodily fluids, or anything else that is harmful to our employees without prior notice will be sent back unprocessed and the customers will be charged a \$50 biohazard fee.

**DELIVERY:** When orders are left at your designated delivery location, Helena's Cleaners can no longer be held responsible for the safety or location of the items. We work with many Property Management groups within buildings and cannot be held responsible for the misplacement of orders after they have been delivered. To provide evidence of delivery, we use geofencing to verify location of order at time of delivery. Customers who provide a cell phone number, receive a delivery notification when the order is delivered, and we recommend collecting your order as quickly as possible to eliminate possible misplacement.

**BARCODES:** Helena's Cleaners will adhere a permanent barcode to your garments in an inconspicuous location. These barcodes are very important in helping us track your garments so that items are not lost and to ensure you are billed consistently every time. If you request to have us not adhere barcodes, the only alternative is to safety pin the barcodes to your items. While we will do our best to place pins in the safest possible location, we cannot be held responsible for damage or holes that may result from the pins.

**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.

**Pricing:** Current price lists are available on our website: [www.helenascleaners.com](http://www.helenascleaners.com). It is the responsibility of the customer to review pricing prior to using our services, as pricing is subject to change. If you have any pricing questions, please contact us. If you would like to dispute a charge, you are responsible to make a claim within 12 business days of the date of payment. Claims can be made via email to: [contact@helenascleaners.com](mailto:contact@helenascleaners.com) or by phone at 206-202-3686.