

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 using Helena's Cleaners' services, customers acknowledge and agree that it is their responsibility to review and understand Helena's Cleaners' Terms and Conditions prior to service. Use of our services constitutes acceptance of these Terms.

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.

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.
- Helena's Cleaners does not guarantee the removal of stains or odors.

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.

SPOT TREATMENT

- 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.

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 for any damage caused by us shall not exceed ten (10) times our charge for cleaning that garment, 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 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 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, 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 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.
- All alteration quotes—whether given over the phone, at the counter, or in person—are preliminary estimates.
- Final pricing is determined only after the seamstress conducts a full technical evaluation of the garment, including internal construction, linings, fabric type, embellishments, and the complexity of the requested work.
- If the final price differs from the preliminary estimate, we will contact you with the updated price and will not begin any work without your approval.
- If you decline the final quote, no alteration work will be performed.
- Once alteration work is completed and delivered, refunds or price adjustments cannot be issued for price concerns.
- If you would like a preliminary quote, please notify our team by 5:00 PM on the day of drop-off or at your pinning appointment.

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 not claimed and paid within 90 days, garments may be donated or disposed of in accordance with RCW 60.08 and 60.10 (lien rights).

- 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

- 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.
- 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.

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, Helena's Cleaners will not be liable for minor damage caused by safety pin placement unless due to negligence.

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: Orders placed in the kiosk oversize bin are left at the customer's own risk. 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.

PRICING

- Current price lists are available on our website: www.helenascleaners.com.
- 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.
- We encourage customers to raise disputes within 12 business days of the date of payment so we can investigate promptly. Claims submitted later may be more difficult to resolve.
- Claims can be made via email to contact@helenascleaners.com or by phone at 206-202-3686.

POLICY UPDATES

- Helena's Cleaners may update these Terms & Conditions periodically.
- The latest version will always be available on our website.
- 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.