

FETCH & FOLD LAUNDRY CO., LLC

CLIENT SERVICE AGREEMENT & TERMS AND CONDITIONS

Thank you for choosing Fetch & Fold Laundry Co., LLC ("Fetch & Fold") for your laundry care. By submitting laundry for service and signing this agreement, the customer acknowledges and agrees to the following Terms and Conditions.

1. SERVICES PROVIDED

Fetch & Fold provides wash, dry, fold, pickup, and delivery laundry services. Laundry is processed according to our standard procedures and the service options selected by the customer.

2. ITEMS WE DO NOT ACCEPT

At this time, Fetch & Fold **does not accept hand-wash-only items, dry-clean-only items, items that cannot be machine dried or tumble dried, or items contaminated with bodily fluids, animal waste, hazardous substances, or other materials that may pose a health or safety risk.**

Customers are responsible for reviewing garment care labels before submitting items. Items requiring hand washing, dry cleaning, air drying, line drying, lay-flat drying, or other care incompatible with our standard wash-and-dry process should not be included.

If such an item is inadvertently submitted, Fetch & Fold cannot guarantee that it will be identified before processing and is not responsible for resulting shrinkage, distortion, color change, damage, or other alteration. Fetch & Fold reserves the right to refuse any item or order that is unsuitable for service or may pose a risk to other laundry, equipment, or personnel.

3. STANDARD WASHING & DRYING

Unless otherwise agreed upon, laundry will be washed using Fetch & Fold's standard laundering process, which may include cold water, high-spin cycles, machine drying, and our standard laundry products.

Customers are responsible for notifying Fetch & Fold **before pickup** of any permitted washing preferences or concerns. Special instructions do not override Section 2. Fetch & Fold does not provide hand washing, dry cleaning, or air/hang/lay-flat drying at this time.

4. GARMENT CARE & NORMAL WEAR

Fetch & Fold strives to provide high-quality laundry care; however, laundering naturally causes wear over time. Fetch & Fold is not responsible for damage or changes resulting from normal washing and drying processes, including shrinkage, fading or color changes, pilling, fabric deterioration, loss of elasticity, normal wear and tear, age or pre-existing condition, or deterioration of seams, threads, buttons, zippers, embellishments, decals, or screen printing.

Customers are responsible for determining whether garments are appropriate for standard machine washing and drying before submitting them.

5. DELICATE, SPECIALTY & EMBELLISHED ITEMS

Customers should not submit garments requiring specialty care outside the services offered by Fetch & Fold. Certain fabrics, embellishments, adhesives, prints, decorations, sequins, beads, lace, wool, silk, specialty athletic fabrics, or other delicate materials may be more susceptible to damage during normal laundering.

If an item is machine washable and machine dryable but contains delicate or specialty materials, the customer assumes the inherent risk associated with laundering that item. Fetch & Fold reserves the right to refuse any item we believe may not withstand our normal laundering process.

6. STAIN TREATMENT

Fetch & Fold will make reasonable efforts to treat stains when stain-removal service is requested or otherwise agreed upon; however, **complete stain removal is not guaranteed**. Some stains may be permanent, may have already been set by previous washing or drying, or may become more visible after laundering.

Stain-removal treatments may occasionally affect the color, texture, or appearance of certain fabrics. By requesting stain treatment, the customer acknowledges and accepts these inherent risks.

7. POCKETS & PERSONAL BELONGINGS

Customers are responsible for thoroughly checking and emptying **all pockets** before submitting laundry. Fetch & Fold is not responsible for money, jewelry, electronics, keys, medications, documents, cosmetics, or other personal property accidentally included with laundry.

Fetch & Fold is also not responsible for damage to a customer's garments or other items within the same order caused by objects or substances left in pockets or otherwise included with the laundry, including pens, markers, lipstick, cosmetics, gum, candy, crayons, paper, tissues, food, sharp objects, or other foreign objects or substances.

If personal property is discovered during processing, reasonable efforts may be made to return it, but recovery cannot be guaranteed.

8. COLOR BLEEDING & DYE TRANSFER

Fetch & Fold is not responsible for color bleeding, dye transfer, fading, or discoloration caused by improperly dyed fabrics, unstable dyes, new garments, or garments that release color during normal laundering. Customers should notify Fetch & Fold of known colorfastness concerns before service.

9. PET HAIR, EXCESSIVE SOILING & UNSANITARY ITEMS

Laundry containing excessive pet hair, debris, strong odors, or unusually heavy soil may require additional processing and may be subject to an additional fee or refused.

Fetch & Fold does not accept items contaminated with bodily fluids, animal urine or feces, hazardous substances, or other materials that may present a sanitation or health risk. We also reserve the right to refuse or discontinue service if laundry shows evidence of bed bugs, fleas, lice, roaches, or other pests or infestations.

10. DETERGENT & SKIN SENSITIVITIES

Unless otherwise selected, laundry will be washed using Fetch & Fold's standard laundry products. Customers with sensitive skin, allergies, fragrance sensitivities, or other concerns are responsible for requesting our available **Free & Clear** option before service.

While reasonable care is taken, Fetch & Fold cannot guarantee that any detergent or laundering process will be free of allergens, fragrances, residue, or cross-contact and is not responsible for allergic reactions, skin irritation, fragrance sensitivity, or other reactions associated with laundry products or the laundering process.

11. LOST OR MISSING ITEMS

Fetch & Fold takes reasonable care to keep customer laundry together throughout processing. Because individual garments are not inventoried at pickup, Fetch & Fold cannot verify the original contents of a laundry bag unless an item was specifically documented in advance.

Customers should report suspected missing items **within 24 hours of delivery** so reasonable efforts can be made to locate them.

Fetch & Fold is not responsible for socks submitted outside of the provided sock/garment bag. Socks placed inside the provided garment bag will remain inside throughout washing and drying and will not be individually matched or folded.

12. LOST OR DAMAGED ITEM LIABILITY

If Fetch & Fold determines that an item was lost or damaged as a direct result of our handling and is not otherwise excluded under this agreement, compensation will be based on the item's **current fair market value**, taking into consideration age and condition, not original purchase price or replacement cost.

Fetch & Fold is not responsible for sentimental, collectible, or special value attached to an item. To the extent permitted by applicable law, maximum liability for any individual lost or damaged item will not exceed **\$100 per item**, and total liability for any single laundry order will not exceed **\$250**.

Any damage claim should be reported within **24 hours of delivery** and include photographs and information reasonably necessary to evaluate the claim.

13. PICKUP AUTHORIZATION

By scheduling a pickup, the customer authorizes Fetch & Fold to retrieve laundry from the location designated by the customer. The customer is responsible for ensuring that the correct laundry is clearly identified, properly bagged, and accessible at the agreed-upon pickup location.

Fetch & Fold is not responsible for property or items mistakenly placed with, attached to, or included with laundry designated for pickup.

14. CANCELLATIONS & RESCHEDULING

If a customer needs to cancel a scheduled pickup, please notify Fetch & Fold **at least 2 hours before the scheduled pickup time** so accommodations can be made to reschedule the pickup.

15. UNATTENDED PICKUP & DELIVERY

If the customer requests or permits laundry to be picked up from or delivered to an unattended location, including a porch, entryway, garage, workplace, or other designated area, the customer assumes responsibility for the laundry before pickup and after delivery.

Once laundry has been delivered to the location designated by the customer, Fetch & Fold is not responsible for theft, loss, weather exposure, animals, moisture, or other damage occurring after delivery. Customers are responsible for providing a reasonably safe, secure, and weather-protected location.

16. TURNAROUND & DELIVERY TIMES

Fetch & Fold will make reasonable efforts to meet communicated turnaround and delivery windows; however, all times are estimates unless specifically guaranteed in writing. Turnaround may be affected by workload, weather, equipment issues, emergencies, road conditions, staffing, or other unforeseen circumstances.

Fetch & Fold is not liable for losses, expenses, inconvenience, or other damages resulting from a delayed pickup, processing time, or delivery.

17. PAYMENT

Payment is due according to the terms communicated at the time service is scheduled. Fetch & Fold may require payment before or upon completion of service and reserves the right to withhold delivery of completed laundry until outstanding charges are paid, to the extent permitted by applicable law.

Additional services or circumstances requiring additional processing may result in additional charges when disclosed to and accepted by the customer.

18. CUSTOMER-SUPPLIED ITEMS & LAUNDRY BAGS

Customers are responsible for personal hampers, baskets, laundry bags, garment bags, or other containers provided with an order unless Fetch & Fold has specifically agreed to assume responsibility for them. Customers should not submit valuable or irreplaceable containers or accessories with laundry.

19. ODORS

While laundering may reduce or eliminate many common odors, Fetch & Fold does not guarantee complete odor removal. Certain odors, including smoke, mildew, pet odors, body odors, oils, perfumes, and odors caused by prolonged dampness, may remain after normal laundering or may require additional treatment.

20. RIGHT TO REFUSE OR DISCONTINUE SERVICE

Fetch & Fold reserves the right to refuse an individual item, laundry order, or future service when reasonably necessary for health, safety, sanitation, equipment protection, nonpayment, repeated violation of these Terms and Conditions, abusive or inappropriate conduct, or other legitimate business reasons permitted by law.

21. CHANGES TO SERVICES & POLICIES

Fetch & Fold may update its services, pricing, available options, or Terms and Conditions from time to time. For recurring customers, the version of the Terms and Conditions in effect at the time an order is accepted will govern that order, subject to applicable law.

22. GOVERNING LAW

This Agreement and the services provided by Fetch & Fold will be governed by and construed in accordance with the laws of the **State of Ohio**, without regard to conflict-of-law principles, except to the extent applicable law requires otherwise. Nothing in this Agreement is intended to waive or limit any right or protection that cannot lawfully be waived or limited.

23. ELECTRONIC TRANSACTIONS & SIGNATURES

The customer agrees that this Agreement may be presented, completed, signed, delivered, and retained electronically. The customer consents to conducting this transaction electronically and to the use of an electronic signature for this Agreement.

The customer understands that an electronic signature is intended to have the same effect as a handwritten signature to the extent permitted by applicable law. The customer should retain or download a copy of the completed Agreement for their records. This provision does not require the customer to agree to conduct unrelated future transactions electronically.

CUSTOMER ACKNOWLEDGMENT & CONSENT

ELECTRONIC SIGNATURE PAGE

By completing and electronically signing this Agreement, I acknowledge and agree that:

- I have read and understand the Fetch & Fold Laundry Co., LLC Client Service Agreement & Terms and Conditions and have had the opportunity to review them before submitting laundry for service.
- I understand that Fetch & Fold provides standard machine wash, machine dry, and fold services and **does not currently accept hand-wash-only, dry-clean-only, or items that cannot be machine dried.**
- I am responsible for reviewing garment care labels and removing items that are unsuitable for Fetch & Fold's services.
- If I need to cancel a scheduled pickup, I should notify Fetch & Fold **at least 2 hours before the scheduled pickup time** so accommodations can be made to reschedule.
- I understand that laundering carries inherent risks, including shrinkage, fading, color transfer, wear, and changes to fabrics or garments, and I understand the limitations of liability described in this Agreement.
- I agree that the Agreement and this signature process may be completed electronically. **I consent to conducting this transaction electronically and intend my electronic signature to serve as my signature on this Agreement.**
- I understand that I may retain or download an electronic copy of the completed Agreement for my records.
- I agree to these Terms and Conditions and authorize Fetch & Fold Laundry Co., LLC to provide laundry services subject to them.

Jotform Sign field placement: Make Customer Full Name, Email Address, Electronic Signature, and Date Signed required. The electronic-consent acknowledgment above should remain visible immediately before the signature fields.

Customer Full Name:

Phone Number:

Email Address:

Electronic Signature:

Date Signed:

This document is a business-policy template and is not legal advice. An Ohio attorney can review the final agreement, particularly the liability limitations, claim deadlines, payment remedies, and electronic-consent workflow.