

## Laundry and Dry Cleaning Service Agreement Form

### firstServices 2010-2011 Policies

Any order placed with firstServices is subject to the terms of the Laundry Policy Statement below. Please note that by using the laundry service, I the Customer agree to the terms of the laundry policy statement as specified below. I understand that in the event that my laundry is missing, it is insured per item up to a maximum of \$300 per bag and that I must notify firstServices within 3 business days.

### PRICING OPTIONS

firstServices is offering 3 specific pricing options for the 2011-2012 school year. A customer must choose first how long he or she uses the service (either twice a month, once a week or twice a week). Pricing is as follows:

Plan Name	Frequency	Cost (per semester)
Economy	Twice a month	\$400
Essential	Once a week	\$600
Executive	Twice a week	\$850

Any customer choosing to sign-up for service after it has begun must pay full price. There will be no prorated discounts.

### DURATION OF SERVICE

Service is weekly, excluding Fall Break, Thanksgiving, Winter Break, Reading Days, Exam Periods, Spring Break. Please refer to the firstServices' laundry schedule attached to this contract. Laundry bags will be collected after 12 PM on the service days; Monday, Tuesday, Wednesday and Thursday. The bags will be returned on the following service day after 5PM. There will be no exceptions to the schedule. Laundry bags should be outside the customer's door by 12PM on the day of pick-up, unless otherwise noted. Please consult the service schedule for changes to the schedule.

### YOUR firstServices ISSUED LAUNDRY BAG IS REQUIRED

Customers may ONLY use the laundry bag provided by firstServices. If the initial bag given to the customer is lost, the customer must purchase a replacement bag for \$10 in order to continue using the service. However, if the bag is deemed to have been damaged during the pick-up / delivery cycle, the bag will be replaced by firstServices at no expense to the customer. firstServices will not pick up any bags that are not issued by the agency.

### Placement of firstServices Laundry Bag

Laundry Bags should be placed outside the customer's door the before 12PM on the scheduled service day. Please be advised that firstServices will only assume responsibility for lost laundry when the laundry is in the possession of firstServices (from the time the laundry bag is picked

up to the time of delivery). Special arrangements for pick-up can be made if firstServices is notified by email two days in advance.

#### THE PICK-UP / DELIVERY CYCLE

**Pick-up and Delivery Schedule** – When your service begins, you will chose your preferred service day. You may change your service day at any time by email ([firstservices@pennstudentagencies.com](mailto:firstservices@pennstudentagencies.com)) or by telephone (215-898-6815). Please note that the pick up and delivery schedule is subject to change - customers will be notified via email.

It is the customer's responsibility to leave their laundry bag outside their door on their chosen service day. If a bag is not available for pick-up as described above, it will be considered a missed pick up.

Laundry that is not picked up may be rescheduled for a service day later in the week, provided the missed service day was not a Thursday. In order to ensure quality service, please note that each customer can only reschedule a missed pickup once a week.

**Non-clothing Items** – Any items left in the customer's pockets or bag including, but not limited to: pens, pins, wallets, etc., will be considered non-clothing items. firstServices is not liable for any of these items. All items should be removed from all clothing by the customer prior to washing as they may damage clothing during washing.

**Damaged Clothing** – All clothes are washed in cold water and dried under permanent press heat. Whites and colors are separated. Our vendor does their best to ensure quality service. As such, certain items may be returned without washing to prevent further damage to the garment.

**Overstuffing** – Each firstServices bag is designed to hold a maximum of 27 lbs of clothing. An overstuffed bag is one with laundry that exceeds this amount and does not fully close. If a bag is overstuffed: 1. The customer will be notified the first time it occurs, 2. A charge of \$25 will be applied for subsequent occurrences.

**Billing** – Dry cleaning costs will be sent monthly, unless another method of payment is specified. PSA reserves the right to halt laundry and dry cleaning services due to non-payment.

**Cancellation of laundry contracts** must be made in writing within fourteen days of a customer's first pick-up in order for a refund to be issued. firstServices will retain 15% of a customer's payment in order to cover operational expenses. Cancellations made after fourteen days will be honored, but no refund will be issued.

**Missing Bag** - A bag delivered to the wrong door, or not delivered for a period of less than 2 weeks is considered a missing bag. If a bag is missing, firstServices will attempt to locate the bag for two weeks. At the end of the two week period we will declare the bag lost and will begin the refund process. Customers are required to notify firstServices within 3 business days of the incident.

**Lost/Damaged Clothing**- Laundry that has not been returned to the customer within 2 weeks of being declared missing and the refund process will be initiated. Damaged clothing is defined

as items that are torn, ripped, or damaged by the laundry process. firstServices insures lost or damaged clothing on a per item basis up to a maximum of \$ 300.00 per bag according to the following schedule.

Clothing Reimbursement Schedule	
Item	Reimbursement
Long-sleeve shirt	\$25.00
T-shirt	\$20.00
Undershirt	\$10.00
Button-down shirt	\$30.00
Tank-top	\$5.00
Blouse	\$30.00
Sweatshirt	\$25.00
Sweatpants	\$20.00
Sweater	\$30.00
Pants	\$35.00
Skirts	\$20.00
Nightwear	\$10.00
Pair of socks	\$4.00
Bra	\$15.00
Miscellaneous Undergarments	\$5.00
Towel	\$10.00
Bed sheets	\$10.00

By using the laundry service, I the Customer agree to the terms of the laundry policy statement as specified above. I understand that in the event that my laundry is missing, it is insured per item up to a maximum of \$300 per bag and that I must notify firstServices within 3 business days.

#### Service Schedule

Please consult the service schedule on the laundry website. Service schedule is subject to change and customers will be notified by email. firstServices does not operate during Fall Break, Thanksgiving, Winter Break, Reading Days, Exam Periods, Martin Luther King Day,

Spring Fling and Spring Break.