



## Service Terms & Conditions

By becoming a MYLAUNDRYBAG Inc. ("MYLAUNDRYBAG", "MLB", "we", "us" or "our") user/customer ("you", "your") either online, by phone or in person and by placing your garments or items in our automated locker system, you agree to the following Service Terms & Conditions:

### Minimum Order

\$15 Minimum Order Required before taxes. Order amounts less than \$15 are subject to the minimum fee.

### Billing

MYLAUNDRYBAG only accepts payment by credit card. (Visa, MasterCard and American Express). We automatically process your invoice amount to your credit card prior to items being returned to you. If we are unable to collect payment the day your items are processed we will contact you for an alternative credit card before delivering the items back to you. Orders that have not been paid for within 30 days of the original pickup date will be considered abandoned and all property will be liquidated or donated to charity. MYLAUNDRYBAG uses Beanstream, a PCI compliant third party payment processor who holds and protects your credit card information for us. Your credit card information goes directly to Beanstream who assigns us a profile number. All future orders are charged to your profile number through Beanstream. We do not store your credit card number anywhere in our system other than the first 6 and last 4 digits for your reference.

### Placing Garments in the Locker

When dropping off garments please ensure that the locker door has been secured to complete transaction. We are not responsible for any loss or damage resulting from failure to properly secure the locker door. Once you close the locker door, you will not be able to access it again and only MLB staff can do so. MLB at its own discretion reserves the right to charge you the minimum order amount of \$15 if you access a locker and have left it empty, preventing someone else from using it. MLB locker systems provide our garment care services and are not to be used as a place for storing any other personal belongings. Lockers are cleared out daily and we claim no responsibility for any personal items that are left behind. We advise that you remove all personal belongings that may be of importance and value before placing garments in the locker and care of MLB. Although we inspect all garments for loose items prior to cleaning, we are not responsible for any items left behind in garments as well as any damage to your garments caused by items left in pockets such as lipstick, gum, pens, etc.

### Unclaimed Garments

MLB sends you an email notification when your garments are ready for pickup. All items returned to a locker must be picked up prior to 9 am of the specified date of your Order Delivered email notification. Items exceeding this time frame will be removed from the locker and returned to our facility where a **daily storage fee of \$5/order/day** will apply. We will also provide you with a courtesy reminder notification so you can log into your account and reschedule a delivery date for



your garments. You will have up to 30 days to claim your items. Unclaimed items 30 days of the original pick up date will be considered abandoned and will be liquidated or donated to charity.

**Important! When picking up, please ensure you remove all your garments from the locker before closing the door as it then resets for the next user and we will not be held responsible for any losses or damages arising from garments that may have been left behind.**

### **Turnaround Time**

MLB will make every effort to adhere to its service schedule, however, we do not guarantee turnaround times and assume no responsibility for inconveniences that may occur due to a delay in service.

### **Garment Processing**

According to Canadian Law, every garment sold or imported in Canada must have a permanent legible care label which is intended to give the professional cleaner guidance on how to properly clean the item. MLB thoroughly inspects all garments prior to and post production for rip/tears, stains and discoloration and notes any damages. We exercise utmost care in cleaning and processing garments entrusted to us and use the methods that are instructed according to care labels. If a care label is missing or illegible, we will determine what the ideal cleaning method is under professional decision, however, we are not responsible in any way if a problem occurred due to the cleaning method selected by us as a result. Acknowledging that MLB also provides wet-cleaning as a viable alternative to dry-cleaning, you cannot hold us liable for any circumstance while “wet-cleaning” which may have also transpired in the dry-cleaning method. We cannot be held liable for defects in materials, broken buttons, buckles, zippers or ornaments as all parts of the garment must be able to withstand the recommended care procedure. We cannot guarantee or be held responsible against color loss, color bleeding and shrinkage, or against damage to weak and tender fabrics due to age of fabric, heat and tears in fabric that were not readily apparent prior to processing.

In order to submit a claim for a garment entrusted to MLB that has been damaged during its handling or processing, it must be reported within 3 business days of receiving the item along with our identification tag intact. Our liability with respect to any damaged items shall not exceed TEN (10) times our charge for cleaning the garment regardless of brand or condition.

### **Stains & Authorization to Clean**

Certain stains such as ink, glue, blood, fluid with color and dye occasionally cannot be dissolved and removed by any cleaning procedure. Specifically, dried invisible stains that are caused by food, oily substances, or beverages may become visible and noticeable with exposure to heat throughout the cleaning process. Certain factors determine whether stains are more workable than others. The nature and age (length of time a stain has penetrated the garment) along with the color and construction of the fabric and repeated chemically treated cleaning make stains unlikely to be removed without damaging the fabric. MLB cannot guarantee complete stain removal. MLB may also recognize a potential risk in processing a garment (colourfastness, the resistance of one component to the cleaning process, age or weakness of the fabric, loose beads or trim, weak appliqués or



buckles). In either case we will notify you via text or email for your consent prior to cleaning the item however, if damage does occur we will not be held responsible. Request of refund for certain unsuccessful removal of stains will not be granted. You may return your garment with our identification tag intact within 3 business days and we will gladly re clean your item at no charge. The garment will be processed on our regular service schedule and we assume no responsibility in the event that the required item was needed by a specific day or for a specific event.

### **Lost Garments**

We exercise great care in handling your garments to avoid misplacement or loss. However, if such an incident occurs, we will contact you to request detailed information on the age, brand, color, size and style of the misplaced item. MLB will require a 2 week time period that will allow us to locate the item. Failure to recover the lost item by the end of this time period, the following will be credited to you for compensation; a credit for the cost of cleaning the item and a sum not exceeding FIFTEEN (15) times the price of processing the item(s) regardless of brand or condition.

### **Discrepancies**

Once your garments reach our facility, our very first step is to obtain an item count and description. **By entrusting your garments with MLB, please recognize that our count and description must be accepted.** If you have supplied us with a detailed check-in and there is an item count discrepancy, we will notify you prior to processing your items. Please refer to our Services/Prices section on line and look under Pricing for a detailed description of garments and their cost as MLB provides you with and follows this exact guide to accurately price each item.

MYLAUNDRYBAG has the right to modify these service terms and conditions at any point and/or cancel/refuse service to any user. If there are any further questions, we are always available by email at [customerservice@mylaundrybag.com](mailto:customerservice@mylaundrybag.com) or by phone at 416.862.2224, 1.866.943.8224 during normal business hours.