

Your Laundry Fairy Customer Agreement:

- *Laundry will be returned within 48 hours from the day of pick up.*
- **Next Day Service can be provided at our discretion but this will incur an additional charge.**
- *Please include only machine washable items in your pick up.*
- *We cannot be responsible for, and will not be liable for, any loss, damage, or theft of items left unattended for pick-up or delivery, either left by the customer or by "Your Laundry Fairy" as long as we have followed your delivery and pickup instructions.*
- *"Your Laundry Fairy" reserves the right to refuse to clean any garment we deem unfit for cleaning.*
- *Although every effort will be made "Your Laundry Fairy" does not guarantee the removal of all stains*
- *"Your Laundry Fairy" is not responsible for clothing that bleeds, shrinks, or otherwise changes as a result of normal washing.*
- *"Your Laundry Fairy" is not responsible for garments labeled "hand wash only" or "dry clean only" and is not responsible for checking for these labels in customer's garments. Please check garments before leaving them out for the laundry pick up.*
- *"Your Laundry Fairy" will not clean garments contaminated with bodily fluids; we will also not clean excessive pet hair or ground in dirt.*

Name _____

Physical Address: _____

Preferred Pickup and Drop-off Location (e.g. In front of the garage) _____

E-mail Address: _____

Phone Numbers where you can be reached: (please indicate text capable number if one is available)

When we receive your signed and dated form, our representative will contact you via phone to schedule your first pickup. While we prefer to meet with our clients in person we also understand that may not always be possible. We will discuss preferences and note any pertinent or important information. For recurring customers we can provide one dirty and one clean bag at no charge. Please let us know if you require additional bags for a small fee.