

## Penn life, made easy!

### Service Terms and Conditions

*\*By purchasing products from firstServices, you are agreeing to these terms and conditions of service.*

*\*By agreeing to our terms and conditions, customers acknowledge that they have read and understand the following information*

#### 1. Refunds & Reimbursements

**1.1.** firstServices strives to provide customers with convenient and quality laundry services. The refund and reimbursement policy establishes the conditions and protocols for refunding or reimbursing customers. Refunds and reimbursements for laundry and dry cleaning may be given under the following conditions:

**1.1.1. Delayed Laundry:** In the event that laundry is not returned to the customer according to the specified laundry schedule within 48 hours, customers are entitled to a refund of the service charges for the specific load that was delayed.

**1.1.2. Lost or Damaged Clothing:** Damaged clothing is defined as items that are torn, ripped, or destroyed by the laundry process. firstServices insures lost or damaged clothing up to \$300 per bag. firstServices reserves the right to keep any damaged clothing after a refund has been issued. In the event that clothing is lost or damaged, firstServices will reimburse customers on a per item basis (regardless of brand or age) according to the following Clothing Reimbursement Schedule:

Item of Clothing	Reimbursement
Long-sleeved shirt	\$ 15.00
T-Shirt	\$ 10.00
Undershirt	\$ 5.00
Button-down shirt	\$ 20.00
Tank Top	\$ 10.00
Blouse	\$ 20.00
Sweatshirt	\$ 15.00
Sweatpants	\$ 10.00
Sweater	\$ 20.00
Shorts	\$ 15.00
Pants	\$ 25.00
Blazer	\$ 40.00
Skirts	\$ 20.00
Nightwear	\$ 10.00

**1.2.** Although firstServices may assist customers in identifying clothes that are safe to be put into a washing machine, it is the customer's responsibility to decide what items they are comfortable placing in each bag to be washed:

- 1.3. Customers are **not** reimbursed for discolored clothing caused by the running of dyes from other items of clothing, nor for discoloration caused by items left in pockets or placed in the bag by the customer.
- 1.4. Customers are **not** reimbursed for leaving delicate items that are not supposed to be washed in their laundry bags.
- 1.5. Customers are advised to double check their laundry bags and remove valuable items (such as electronics, cash, etc) and delicate garments that are not suitable for washing. The types of items that are not supposed to be left in laundry bags includes (but are not limited to) the following list of items:
  - 1.5.1. Electronics (airpods, headphones, phones, etc)
  - 1.5.2. Clothing with intricate beading, sequins, or embroidery
  - 1.5.3. Delicate fabrics like silk, cashmere, and lace
  - 1.5.4. Woolen items such as sweaters, socks, and blankets
  - 1.5.5. Leather or suede items, including jackets and shoes
  - 1.5.6. Velvet, taffeta, or other textured fabrics
  - 1.5.7. Clothing that may bleed or fade in the wash
  - 1.5.8. Undergarments or lingerie that may have underwire or padding
- 1.6. **Filing a Claim:**
  - 1.6.1. firstServices should be notified regarding any damage to returned items within **24 hours** of the laundry item being returned. Claims for refunds and reimbursements must be made within 24 hours of the incident, or else firstServices cannot accept responsibility.
  - 1.6.2. firstServices requires **at least two weeks** to search for missing laundry before a refund can be issued from the time the claim is submitted to firstServices.

## 2. Laundry & Dry Cleaning Bag Policies

- 2.1. firstServices will only pick up and drop off laundry and dry cleaning bags that are issued by firstServices and have the firstServices logo (including the customer's name) on it.
- 2.2. In the event that the laundry bag is damaged by members or vendors of firstServices, the laundry or dry cleaning bag will be replaced for free and will be delivered to the customer's residence.
- 2.3. In the event that laundry or dry cleaning bags are damaged or lost by the customer, firstServices will replace the bag for a fee of \$6 for a new laundry bag.

## 3. Mid-Semester Plan Cancellation

- 3.1. **Refund Eligibility:** Customers who wish to cancel their subscription plan mid-semester may be eligible for a total or partial refund based on the unused portion of their plan. By adhering to the following guidelines, we aim to provide a fair and transparent mid-semester cancellation policy for our laundry plan customers.
- 3.2. **Refund Calculation:**
  - 3.2.1. Refunds of the entire amount of a plan will be made back to the customer when a customer decides to cancel their plan within **14 days** after service starts (applies to all plans) regardless of first pickup/delivery date.
  - 3.2.2. The refund amount will be calculated based on the number of weeks remaining in the semester, minus a prorated fee for the weeks that have already passed. The following table shows a more detailed calculation of the reimbursement based on each plan:

<u>Period of Service</u>	<u>Plan</u>	<u>Reimbursement Amount</u>
0-14 days	All Plans	Total Purchase Price Refunded
After 14 days after services begin	One Semester Plans (including suite plans)  <i>Ex. Essential Laundry Plan purchased for \$800 cancelled 8 weeks into services</i>	Total Purchase Price - (8% of total price) x (number of weeks passed since services start date)  <i>Ex. \$800 - ((8% x \$800) x (8 weeks)) = \$288 refunded</i>
After 14 days after services begin	Two semester plans (including suite plans)  <i>Ex. Essential Laundry Plan purchased for \$1,500 cancelled 8 weeks into service</i>	Total plan price - (4% of total price) x (number of weeks passed since service start date)  <i>Ex. \$1,500 - ((4% x \$1,500) x (8 weeks)) = \$1,020 refunded</i>

**3.2.3.** Cancellation time: Reimbursement amount will be calculated by including the entire week of cancellation regardless of the day of the week the cancellation was initiated.

**3.3. Refund Processing:** Refunds will be processed within two weeks of the cancellation notification and will be issued via the original payment method at time of purchase.

#### 4. Dry Cleaning

4.1. Customers will be charged according to the following item price list:

<b>Item</b>	<b>Charge</b>	<b>Notes</b>
Shirts and Blouses	\$5.00	(Includes blouses, shirts)
Laundered and Pressed Shirts	\$6.00	
Half Pieces (Non shirts)	\$8.00	(Includes pants, trousers, skirts, vests, sweaters, blazers, jackets, etc.)
Full Pieces	\$14.00	(Includes two-piece suits, short dresses, cocktail dresses, etc.)
Lab Coats	\$12.00	
Tuxedos	\$15.00	
Winter Coats	\$22.00	
Canada Goose	\$35.00	

Pea Coats	\$22.00	
Trench Coats	\$22.00	
Overcoats	\$22.00	
Evening Gowns/Long Dresses	\$25.00	
Ornaments	\$4.00	(Added to each garment price) (NO full fur pieces accepted)
Fur Trim	\$5.00	(Added to each garment price) (NO full fur pieces accepted)
Ties	\$4.00	
Table Cloth	\$18.00	

## 5. Damaged Water

- 5.1. Water cases that are damaged upon delivery will be replaced free of charge.
- 5.2. Customers are required to notify about damages to water cases within **24 hours** of delivery for a replacement. Water cases will not be replaced or redelivered for requests placed after 24 hours.

## 6. Conflicts or Concerns

- 6.1. Any conflicts, concerns, ambiguities, or questions related with the aforementioned policies will be resolved by firstServices Leadership.
- 6.2. This policy is subject to change at any time at the discretion of the laundry service. Any changes to the policy will be communicated to customers in a timely manner
- 6.3. In the event of changes to any of these policies, customers will be notified no later than 24 hours before the updated version is released on the website.

### Extent of Agreement:

By completing the online order purchase and /or by signing below, customers agree to the policies written in this document for the duration of service provided by firstServices under Penn Student Agencies.