

Terms & Conditions

The Laundry House Terms of Use

Last Updated: August 2026

Thank you for choosing The Laundry House! These Terms & Conditions explain how our laundry service works and what you can expect when placing an order. By submitting an order through The Laundry House, you acknowledge that you have had the opportunity to review these Terms & Conditions and agree to the policies outlined below.

PRICING & PAYMENT

Laundry services are priced by weight.

Standard Wash, Dry & Fold: \$1.50 per pound

Express Wash, Dry & Fold: \$3.00 per pound

Final pricing is based on the actual weight of your laundry after pickup and the service level selected. Any estimated weight or order size provided when submitting an order is for scheduling purposes only and does not determine the final price.

Invoices are sent electronically via text message and email after your laundry has been weighed and your final total has been calculated.

Payment is required in full before your clean laundry is returned or delivered, unless another payment arrangement has been agreed upon before pickup.

Delivery will be scheduled once payment has been received.

By submitting an order, you agree to provide accurate contact information necessary to receive invoices, payment notifications, and service-related communications.

Current pricing and available services are subject to change. The pricing displayed on the order form at the time your order is submitted will apply to that order.

STANDARD & EXPRESS SERVICE

Standard service is typically completed within 24–48 hours, depending on order size, scheduling, and other circumstances.

Express service is subject to availability and must be requested at least 24 hours in advance.

Express service is available only for Small and Medium orders and does not include hang-dry items.

Turnaround times are estimates and are not guaranteed. Delays may occasionally occur due to circumstances such as equipment issues, unexpected order volume, severe weather, power outages, or other circumstances outside of The Laundry House's reasonable control.

PICKUP & DELIVERY

Customers are responsible for having their laundry ready and accessible at the scheduled pickup time.

You do not need to be home for pickup or delivery as long as The Laundry House has been provided with clear and safe pickup or delivery instructions.

Laundry should be placed in the designated pickup location before the scheduled pickup window begins.

Missed Pickups

The Laundry House will wait up to 15 minutes for a customer or for laundry to become available when a pickup requires access to the customer or the pickup location.

If the laundry is not available, the customer is unavailable, or The Laundry House cannot complete the pickup after the 15-minute waiting period, a \$10 missed pickup fee will apply.

The missed pickup fee may also apply when The Laundry House is unable to access the designated pickup location because of missing, incorrect, or unclear instructions.

If a pickup can no longer be completed, the order may need to be rescheduled based on availability.

CUSTOMER RESPONSIBILITIES

Customers are responsible for providing accurate information when submitting an order, including:

- Pickup and delivery information
- Contact information
- Special care instructions
- Any information necessary to safely process the laundry

Customers are responsible for identifying items that require special care or handling before service begins.

The Laundry House will make reasonable efforts to follow customer instructions; however, instructions that conflict with a garment's care label or may cause damage may not be followed.

LAUNDRY CONDITIONS & PROHIBITED ITEMS

Customers are responsible for providing laundry that is safe and suitable for standard wash, dry, and fold services.

By submitting an order, you confirm that your laundry is free from:

- Smoke exposure
- Bodily fluids
- Pests or evidence of pests
- Excessive contamination
- Other conditions requiring specialized cleaning

The Laundry House reserves the right to decline, stop processing, or return any order that contains conditions that may pose a health, safety, sanitation, or equipment concern, or that require specialized cleaning beyond the services offered.

If prohibited conditions are discovered after pickup, The Laundry House may contact the customer to determine whether the order can be safely processed or needs to be returned.

POCKETS & PERSONAL ITEMS

Customers are responsible for checking all pockets before pickup and removing personal belongings.

The Laundry House is not responsible for damage caused by items left in pockets, including but not limited to pens, markers, cosmetics, receipts, money, electronics, batteries, or other personal belongings.

The Laundry House will make every reasonable effort to identify and remove items discovered during processing. However, we cannot guarantee that all items will be found before washing or drying.

GARMENT CARE & LAUNDRY DAMAGE

While every reasonable effort is made to properly care for all items, customers understand that laundering involves exposure to water, detergent, agitation, heat, and other processes that may affect certain fabrics or garments.

The Laundry House is not responsible for damage resulting from:

- Normal laundering or wear and tear

- Manufacturer defects
- Pre-existing damage or deterioration
- Weakened or damaged materials
- Improper or missing care labels
- Items that are not colorfast, machine washable, or dryer safe
- Special care requirements that were not communicated before service
- Damage caused by items left in pockets

Customers are responsible for ensuring that items requiring special handling or specific care instructions are clearly identified before service begins.

STAINS, ODORS & COLOR CHANGES

The Laundry House uses reasonable laundering practices based on the care information available.

Stain removal is not guaranteed.

Certain stains may be permanent or may require professional treatment beyond the scope of standard wash, dry, and fold services.

The Laundry House is not responsible for stains or odors that remain after laundering.

The Laundry House uses color catchers to help prevent color bleeding and dye transfer; however, their use does not guarantee that bleeding, dye transfer, fading, or other color changes will not occur. The Laundry House is not responsible for color bleeding, dye transfer, fading, or other changes resulting from items that are not colorfast or contain unstable dyes.

LAUNDRY PRODUCTS & WASH PREFERENCES

Customers may select available add-ons or laundry preferences through the order form, including laundry sanitizer, Oxi boost, scent beads, or hang-dry service where applicable.

Customer-selected preferences will be followed whenever reasonably possible and appropriate for the items being processed.

The Laundry House reserves the right to adjust a wash or drying method when necessary to prevent potential damage to an item based on its care label or known material.

CANCELLATIONS & RESCHEDULING

Customers should contact The Laundry House as soon as possible if they need to cancel or reschedule a pickup.

Cancellations or changes may be subject to availability, particularly for Express orders or orders that are already being processed.

If a customer is not available or the laundry is not accessible at the scheduled pickup time, the \$10 missed pickup fee described above may apply.

RECURRING PICKUP SERVICE

Customers may choose recurring pickup options when available, including:

- Twice weekly
- Weekly
- Biweekly
- Monthly

Recurring service is a scheduling arrangement and does not require a customer to continue indefinitely.

Customers may select an end date when setting up recurring service or may cancel their recurring schedule according to The Laundry House's current cancellation policy.

Recurring pickup times are subject to availability and may occasionally need to be adjusted.

Skipping an individual pickup does not automatically cancel a recurring service schedule.

UNCLAIMED LAUNDRY

Customers are responsible for retrieving or accepting delivery of completed laundry within a reasonable period after being notified that the order is ready.

Laundry that remains unclaimed for 30 days after notification that it is ready may be donated or otherwise disposed of.

CLAIMS FOR LOST OR DAMAGED ITEMS

If you believe an item is missing or has been damaged during processing, please contact The Laundry House as soon as possible after receiving your completed order.

Claims should include a description of the item and, when possible, photographs or other information that may help with the investigation.

Customers should not wash, alter, repair, or otherwise modify an item they believe was damaged before The Laundry House has had a reasonable opportunity to review the item.

The Laundry House will review reported issues on a case-by-case basis.

RIGHT TO REFUSE OR DISCONTINUE SERVICE

The Laundry House reserves the right to refuse, stop, or discontinue service when an order or customer interaction presents a health, safety, sanitation, equipment, property, or operational concern.

Service may also be discontinued when a customer repeatedly violates these Terms & Conditions or engages in abusive, threatening, or inappropriate behavior toward The Laundry House or its representatives.

COMMUNICATIONS

By submitting an order, customers agree that The Laundry House may contact them by text message, email, or phone regarding their order and related services.

This may include:

- Pickup reminders
- Pickup or delivery updates
- Questions about laundry
- Order status updates
- Invoices and payment notifications
- Delivery notifications
- Scheduling changes
- Other communications necessary to complete the requested service

Customers are responsible for keeping their contact information current.

INTUIT INVOICE COMMUNICATIONS

By submitting an order, customers agree to receive invoice-related emails and text messages from Intuit on behalf of The Laundry House.

These communications may include:

- Electronic invoices
- Payment reminders
- Payment confirmations
- Receipt notifications
- Invoice updates
- Other messages related to billing and payment

Customers understand that Intuit may send these communications using the email address and phone number provided when placing an order.

Customers are responsible for providing accurate and current contact information and for reviewing invoice-related messages sent by Intuit.

Consent to receive invoice-related communications is necessary for electronic invoicing and payment processing. Customers may contact The Laundry House with questions about an invoice or payment communication.

CHANGES TO THESE TERMS

The Laundry House may update these Terms & Conditions from time to time as the business, services, or policies change.

The current version will be made available through The Laundry House order form and/or website.

The Last Updated date at the beginning of this document indicates when the Terms & Conditions were most recently revised.

AGREEMENT TO THESE TERMS

By submitting an order to The Laundry House, you acknowledge that you have had the opportunity to review these Terms & Conditions and agree to the policies described above.

You confirm that the information provided in your order is accurate and that your laundry meets the conditions required for The Laundry House's standard services.

By checking the agreement box on the order form, you confirm that you have read, understand, and agree to The Laundry House Terms & Conditions, including receiving invoice-related emails and text messages from Intuit.