

WAKE WASH POLICIES

Wake Wash is a student-run laundry company conducting business on the Wake Forest University campus. Through a partnership with Salem Dry Cleaners, Wake Wash provides several different laundry and dry cleaning options for students and staff.

Pricing

Laundry

Delivery		
Weekly		\$385
Bimonthly		\$225
Drop-off		
Weekly		\$350
Bimonthly		\$200
One-time		\$35 + \$5 bag for first-time customers

Dry cleaning

Delivery		
Weekly		\$40 + price of dry cleaning; free with delivery package
Drop-off		
One-time		Price of dry cleaning

Service Schedule

Wake Wash services begin on Monday, January 18, 2010 and end Thursday, April 22, 2010. Because of Spring Break, there will not be service the week of Monday, March 8, 2010.

For semester delivery customers, laundry bags and dry cleaning will be collected Tuesday mornings and will be returned by Thursday afternoon. Customers must have their bags outside of their doors by 8:00 AM Tuesday morning to receive service. There will be no exceptions. If a service date is missed, customers must wait until the next pick-up date scheduled to have their laundry washed.

For semester drop-off customers, laundry bags must be taken to the Luter location on Monday anytime from 2-6 PM and picked-up on Thursday from 2-6 PM. Dry cleaning will only be picked-up on the pre-scheduled Wake Wash pick-up days.

WAKE WASH POLICIES

Wake Wash Laundry Bag

Customers are required to use the provided Wake Wash laundry bags. Each customer will receive one bag with a semester package. Customers who wish to have two laundry bags must purchase two semester laundry packages. If the customer loses the initial laundry bag, the customer must purchase a replacement for \$5. If the bag is damaged anytime after pick-up and before delivery, the customer is not responsible for replacement. Wake Wash is not responsible, however, for laundry bags that are misplaced before pick-up or after drop-off. Name tags with the customer's information will be provided with the initial bag. The customer is **RESPONSIBLE FOR VERIFYING THE INFORMATION ON THE TAG** and ensuring the tag is on the laundry bag at each pick-up.

Missed Bag: Wake Wash customers are asked to have their bag outside by 8 AM. Wake Wash contractors are responsible for collecting bags between 8 AM and 10 AM. Contractors will place a Wake Wash post-it note outside every door that does not have a laundry bag present at the correct pick up time. The post-it note will have the time that the contractor came to the customer's room. If a customer misses a pick up, and has a post-it note outside his or her door, then Wake Wash will not collect the late bag.

Misdelivered Bags: If bags are misdelivered, a Wake Wash employee will retrieve the bag and return it to its proper owner. Please allow 48 hours for Wake Wash to redeliver a misdelivered bag. If after 48 hours the bag has not been returned, customers will be reimbursed for lost clothing at a cost no more than the customer's sign-up fee.

Miscellaneous Items: Items left in a customer's pocket or bag including, but not limited to pens, cash, credit cards, are considered non-clothing items. Wake Wash is not responsible for returning non-clothing items to the customer. **PLEASE CHECK ALL ARTICLES OF CLOTHING FOR ANY NON-CLOTHING ITEMS PRIOR TO PICK-UP.**

Damaged Clothing: All clothing is separated into whites, darks, and colors and washed in warm water. Students may make special requests for laundry by placing articles of clothing in a separate bag with specific instruction label on the outside; however, Wake Wash does not guarantee any special requests. **WAKE WASH IS NOT LIABLE FOR DAMAGED CLOTHING INCLUDING, BUT NOT LIMITED TO, SHRINKING, COLOR BLEED, RIPS, TEARS, OR ANY STAINS ON CLOTHING.**

Dry Clean Only Items: Any "dry clean only" articles of clothing found in laundry bags will be washed; however, if these articles of clothing are found, they will be returned, unwashed, to the customer.

WAKE WASH POLICIES

Fines

Double bagging: A customer must not place another individual's laundry inside the assigned Wake Wash laundry bag. Wake Wash is only liable for clothing owned and worn by the contracted customer. If a customer violates this policy, his/her contract will be terminated and the customer will be notified by email.

Overstuffing: A laundry bag is considered overstuffing if a Wake Wash employee is unable to close the bag without clothing falling out of the bag or if the bag weighs more than 30 pounds. Customers will be given an e-mail warning for the first incident, but will be fined \$15 for each subsequent incident. Customers will be invoiced if they are fined and the customers' laundry will not be completed for the next week until all fines are paid. Wake Wash reserves the right to terminate any contract after more than two incidents of overstuffing and customers will be notified of termination by e-mail.

Excessively Dirty Laundry. Customers who send laundry that is excessively dirty, including but not limited to clothing with vomit and clothing that is wet, will be fined \$15 for each incident. Customers will be notified of the fine and the customers' laundry will not be completed for the next week until all fines are paid.

WAKE WASH POLICIES

Dry Cleaning

Wake Wash will provide a separate laundry bag for customers who sign up for the delivery dry cleaning service. If customers who do sign up for a dry cleaning semester package desire dry cleaning service, they must e-mail Wake Wash by the Sunday prior to the Tuesday pick-up. A Wake Wash employee will then deliver the dry cleaning bag to the customer by Monday evening. Customers must place dry cleaning bag outside of their door by 8 AM on the Tuesday of a scheduled pick-up.

If a customer is having both dry cleaning and laundry picked up on the same day, Wake Wash asks that the customer place the dry cleaning bag next to the laundry bag and not inside.

Missed Pick-Up or Drop-Off

If a semester drop-off customer forgets to bring their laundry on Monday to the Luter location or a semester delivery customer forgets to leave their bag outside their room, they may take it to Salem Dry Cleaners on Reynolda Road by Tuesday at 11 AM. It will then be returned to the Luter location the following Thursday, as usual.

If customers forget to pick-up their laundry or dry cleaning on Thursday, they must wait until the following Monday to collect the items from Luter. The only exception is for customers who purchased either the weekly or bimonthly drop-off laundry package and live on campus. These customers will have their laundry delivered to their dorm room and will be fined \$15. Customers will then receive an invoice notification of the fine; Wake Wash will not wash the customers' clothes for the next week until all invoices are paid.

For all other customers, special requests for delivery (\$15 fee) may be made by e-mail by 6 PM on Thursday; however, no requests are guaranteed.

Cancellation

Customers who desire to cancel their package deal must sign a written contract of cancellation prior to the customer's first pick-up day, January 19, 2010, for a refund. Wake Wash will retain 15% of a customer's payment in order to cover operational expenses.

Note: These terms and conditions are subject to change without prior written notice.