

THE LAUNDRY CO.

TERMS OF SERVICE

Organized consolidated draft

These Terms of Service ("Terms") govern services provided by The Laundry Co. ("TLC," "Company," "we," or "us"). By purchasing, enrolling in, or using TLC services, the customer ("Customer," "you," or "your") agrees to these Terms and to the service-specific order, plan, pricing schedule, or written instructions that apply to the Customer's service.

THIS DOCUMENT, AND ALL TERMS OF SERVICES, COVERS ALL INDIVIDUALS WHO HAVE INITIATED SERVICE. THIS INCLUDES ANY PERSON WHO HAS INITIATED SERVICE WITH US AND HAS NOT YET PICKED THEIR PLAN AND PAID. INITIATING SERVICE IS YOUR AGREEMENT TO THESE TERMS. AS WELL AS PAYMENT, LINK, VENMO OR ANY FORM OF PAYMENT FOR PLAN. UNLESS OTHERWISE NOTED IN WRITING ALL TERMS ARE IN FORCE UPON INITIATION OF SERVICE WITH OR WITHOUT PAYMENT. NON-PAYMENT FOR SERVICES AND PLAN WILL RESULT IN TLC SEEKING REMEDY. IT IS NOT LIMITED TO SMALL CLAIMS, THEFT OF SERVICES OR REPORTING TO UNIVERSITY.

1. Services Covered

TLC may provide laundry care, wash-dry-fold, pickup and delivery, recurring service plans, commercial laundry services, university laundry plans, laundry lockers and bags, storage, and ship-to-school services. Availability, scheduling, pricing, and service details depend on the plan or order purchased. Any plan-specific requirements disclosed in the applicable service agreement or pricing schedule also apply.

2. Pickup, Delivery, and Scheduling

Pickup and delivery are arranged according to the Customer's selected schedule or the recurring schedule confirmed by TLC. Regular service may operate Monday through Friday, subject to the service schedule, holidays, staffing, weather, and other operational conditions.

For regular laundry service, Customers should place bags in the designated pickup location by 8:00 a.m. The stated latest placement time is 9:00 a.m.; later placement may delay processing or delivery. Drivers may arrive at different times during the day, generally between 8:00 a.m. and 8:00 p.m. Customers must use the designated pickup location and follow any specific instructions provided by TLC.

TLC generally aims to return regular laundry by the next business day. Friday pickups are generally returned Monday. Service may take longer because of holidays, weather, special instructions, air-drying, late pickup, bag weight, or other operational conditions. As general planning estimates, bags weighing 20 pounds or more may require two days, 30 pounds or more may require three days, and 40 pounds or more may require four days. These are estimates, not guaranteed delivery dates.

Special instructions and air-drying may add a day. Air-dried items may still be damp at delivery. Rush service may be available for an additional fee based on weight and the number of days accelerated. Same-day service is not guaranteed unless TLC expressly confirms it when the pickup is arranged.

A Customer who needs to change or cancel a scheduled pickup or delivery must provide at least 24 hours' notice and coordinate with TLC. A missed pickup or delivery may result in a fee disclosed in the applicable service schedule. The amount and application of any missed-service fee must be stated in the applicable order or pricing schedule.

TLC will not leave items with another person unless the Customer has authorized that arrangement. Items left unattended at a Customer-designated location remain the Customer's responsibility until TLC takes custody, subject to applicable law. TLC does not control every building, campus, hub, or third-party location used for pickup or delivery.

3. Laundry Preparation and Care

Before handing items to TLC, Customers should check all pockets, remove money and valuables, identify delicate or unusual items, disclose special-care needs, and follow TLC's labeling, separation, and handling instructions. Customers must not include items that are not suitable for the selected laundry service.

Do not place dry-clean-only or non-washable items, items exposed to bed bugs or other infestations, or items containing hazardous or prohibited materials in a regular laundry bag. TLC may refuse items that pose a safety, sanitation, contamination, equipment, employee, or property risk, including items containing chemicals, flammable substances, sharp objects, needles, bodily fluids, animal waste, pests, or other dangerous materials.

Customers are responsible for damage caused by objects left in clothing or bags, including damage to other items, equipment, or provider property. TLC providers do not routinely inspect every garment's care label. Customers must separately bag or clearly identify items requiring delicate washing, air-drying, stain treatment, or other special processing.

TLC will use reasonable care and will follow reasonable special instructions where feasible. Stain removal is not guaranteed. TLC may decline to clean a garment when it reasonably determines that cleaning is unsuitable. If TLC determines an item was not properly cleaned, TLC may re-clean it at no additional charge, provided the item has not been worn since it was returned.

Customers acknowledge that ordinary laundering may result in color bleeding, shrinkage, stretching, fading, or other changes depending on fabric, age, condition, construction, embellishments, manufacturer defects, and care information. TLC is not responsible for ordinary changes arising from these factors to the extent permitted by law.

TLC is not responsible for money, jewelry, electronics, documents, medications, or other valuables or personal items left in clothing or laundry bags. Customers should remove these items before service.

4. Laundry Inventory, Missing Items, and Damage Claims

Customers may request an inventory sheet. Where TLC requires an inventory sheet for a particular service or claim, the Customer must complete and submit it before the applicable pickup or package handoff and retain a copy. TLC may pause processing to resolve an inventory or identification discrepancy.

Customers should notify TLC promptly after discovering missing or damaged laundry and provide available details, photographs, proof of purchase, and other supporting information requested for review. TLC may ask to inspect an item and must be given a reasonable opportunity to investigate and, where appropriate, attempt to correct the issue. This section does not establish a specific deadline for ordinary laundry claims; any service-specific claim deadline disclosed in the applicable service agreement also applies.

For covered loss or damage, TLC's maximum liability is limited to \$200, subject to applicable law. Any replacement or reimbursement is based on the item's depreciated value, taking into account factors such as age, condition, and comparable current value, rather than automatically paying the original retail price or the cost of a new replacement. The \$200 cap applies to TLC's liability under these Terms; the Customer should confirm any service-specific limits in the applicable written agreement.

TLC is not responsible for pre-existing damage, wear, weakness, colorfastness issues, or defects that are not caused by TLC, to the extent permitted by law. If the Customer believes an item was damaged, the Customer should retain the item and provide it for inspection when requested.

5. Pricing, Billing, Payment, and Deposits

5.1 Payment Information and Charges

Customers must provide valid and current payment information before service begins when required by TLC. Residential customers are generally charged within 48 hours after delivery. Customers may not pay a TLC provider or partner directly unless TLC expressly authorizes that method in writing. TLC's stated payment methods are online payment and, when specifically arranged, check; cash is not accepted.

Prices and service charges are disclosed in the applicable service agreement, order, or pricing schedule. Additional services requested by the Customer, including rush service, dry cleaning, cleaning, or other approved work, may be invoiced or charged to the payment method on file. Any invoice service fee, late fee, returned-payment fee, or missed-service fee must be disclosed in the applicable schedule and may be charged only as permitted by the agreement and applicable law.

5.2 Commercial Accounts

New commercial Customers are subject to a 90-day introductory period and are not eligible for monthly billing during that period. Billing terms may be Due Upon Receipt, Net 5, or Net 10, as agreed. Weekly invoicing may be available for Customers receiving more than one pickup per week; such invoices are generally processed on the first business day of the following service week. Invoices must be paid within the agreed period, which will not exceed 10 days under the stated standard terms. Commercial Customers in good standing for more than 90 days may request monthly billing. Approval and billing terms are subject to TLC's written confirmation.

Under the stated commercial billing terms, late payments may incur a fee of 1.5% of the invoice total, and invoices more than 20 days outstanding may result in service disruption, subject to the agreement and applicable law.

5.3 Deposits

TLC may require a deposit for a service plan or other service. The deposit serves as security for amounts the Customer owes TLC and may be applied to the cancellation fee, overages, rush fees, dry-cleaning charges, cleaning charges, and any other fees or charges properly invoiced under the applicable service agreement. The applicable agreement must state the deposit amount.

The cancellation fee equals the deposit amount stated in the applicable service agreement. TLC may apply a deposit to amounts due, including the cancellation fee. If no deposit is held, the Customer authorizes TLC to charge the cancellation fee to the payment card on file. If a deposit does not cover all properly invoiced amounts, the remaining balance may be charged to the payment method on file, subject to the agreement and applicable law.

By enrolling in a recurring or prepaid plan, the Customer authorizes TLC to charge the payment method on file for amounts properly due under the service agreement, including plan charges, deposits, cancellation fees, overages, rush fees, cleaning or dry-cleaning charges, and other disclosed or authorized service charges. A declined, reversed, or unpaid payment may result in suspension of service. Nonpayment does not automatically cancel a service commitment.

Prepaid services that go unused do not carry over from week to week or from one service term to another, unless the applicable service agreement expressly provides otherwise.

6. Cancellation, Refunds, and Service Termination

The cancellation policy applies to all TLC services and plans. A Customer may request cancellation within seven (7) days of the purchase or enrollment date. This seven-day period is the only contractual circumstance in which a refund is available under these Terms, subject to applicable law and the charges described below. After the seven-day period, payments are non-refundable.

The cancellation fee equals the deposit amount stated in the Customer's applicable service agreement. If a deposit is held, TLC may apply it to the cancellation fee and other properly invoiced amounts. If no deposit is held, TLC may charge the cancellation fee to the card on file, subject to the agreement and applicable law.

If a Customer cancels after using ship-to-school or storage benefits, the Customer will be charged the applicable service amount for those benefits in addition to the cancellation fee. The applicable service amount must be identified in the plan, order, or pricing schedule. These charges may be deducted from any amount otherwise eligible for refund, subject to applicable law.

Except for cancellation requested within the seven-day period described above, TLC does not provide refunds. The seven-day cancellation rule applies to all services and plans; any legally required exception will be honored. The applicable service agreement should clearly state the date from which the seven-day period is calculated and the process for submitting a cancellation request.

TLC may suspend or terminate service for nonpayment, fraud, intentional misrepresentation, repeated material violations of these Terms, damage to or failure to return TLC property, threats, harassment, intimidation, unlawful conduct, safety concerns, material interference with operations, or another material breach. Any amounts already due remain payable. A Customer's honest negative review or good-faith complaint, by itself, will not result in a fee, deposit forfeiture, cancellation charge, refund denial, or other financial penalty.

7. University Plans and Service Year

For university plans, the service year ends on May 14. The applicable start date, any summer extension, plan inclusions, payment schedule, deposit, and other plan-specific terms are stated in the Customer's service agreement. Annual, semester, or monthly installment options may be offered. Monthly installments do not necessarily create a month-to-month cancellation right.

University Customers must follow the specific instructions provided for bag placement, pickup confirmation, delivery, and any required photographs or inventory records. Any minimum billing weight, including a stated 10-pound pickup minimum, must be identified in the applicable university pricing schedule.

8. Storage Services

Storage items are held until the scheduled shipment or delivery date under the applicable storage agreement. Customers are responsible for packing items safely and securely. TLC is a storage service with pickup and delivery benefits, not a moving service; Customers may be required to bring items to the designated storage vehicle or pickup location.

TLC does not accept flammable, perishable, hazardous, or otherwise prohibited items. TLC is not responsible for damage caused by improper packing, subject to applicable law. Customers who cancel after using storage benefits will be charged the applicable service amount for those benefits in addition to the cancellation fee, as described in Section 6.

9. Ship-to-School Services

9.1 Delivery Arrangements

Ship-to-school deliveries are scheduled in advance within a tentative time window. Delivery windows are estimates and may change because of traffic, weather, campus conditions, or other circumstances. TLC may ask for the Customer's move-in time and will attempt to deliver as close to that time as practical, but registration or check-in time is not itself a delivery appointment or a meeting time at a hub.

TLC may use hubs near dormitories. Customers may be required to collect packages from a designated hub. TLC does not deliver to individual rooms and may deliver to a location outside the Customer's building or requested location. Unless another arrangement is confirmed in writing, the Customer is responsible for collecting the package(s) from the designated hub. TLC does not provide two separate deliveries to different locations on different days for one Customer unless expressly agreed.

Customers must provide accurate delivery details and current contact information and must be available, or designate someone, to receive packages. If a Customer is unavailable at the scheduled delivery, TLC may reschedule and an additional delivery fee may apply where disclosed. If TLC is delayed, it will make reasonable efforts to communicate. Delivery may be postponed or stopped when conditions are unsafe or not tenable.

9.2 Package Labels, Tracking, and Instructions

Each package must be labeled with the Customer's name and prepared according to TLC's instructions. Customers must provide the specific carrier tracking number for each package and a correctly completed inventory or tracking sheet before package release when required. An order number or purchase number is not a carrier tracking number. If a carrier uses multiple tracking numbers, the Customer must provide the tracking number for the actual package.

TLC may make reasonable efforts to identify packages with missing, damaged, incorrect, or incomplete labels, but TLC is not responsible for packages that arrive broken, are not labeled correctly, cannot be reliably identified, or are delivered contrary to TLC's instructions, subject to applicable law. Failure to follow TLC's packaging, labeling, tracking, inventory, or delivery instructions voids TLC's responsibility for the affected package to the extent permitted by law.

Third-party grocery and retail deliveries may arrive without the Customer's name and may be left unattended, including outside business hours. Customers must not assume TLC has accepted custody of a package left unattended outside TLC's operating hours or contrary to TLC's instructions.

9.3 Ship-to-School Claims and Liability

For a ship-to-school claim, TLC will notify the Customer of any information available within 72 hours after TLC receives or otherwise becomes aware of the claim. TLC may take up to 90 days to complete its investigation and finalize its determination. The Customer must cooperate with the investigation and provide requested documentation, including tracking details, inventory records, photographs, and proof of value where available.

TLC's maximum liability for covered loss or damage is \$200. Any replacement or reimbursement is calculated using depreciated value, taking into account the item's age and condition, rather than automatically using original retail price or new replacement cost. This limit and the instruction-compliance exclusions apply subject to applicable law.

10. TLC Property, Bags, Lockers, and Equipment

Laundry bags, lockers, keys, access devices, containers, equipment, and other materials supplied by TLC remain TLC property unless expressly sold to the Customer. Customers must return TLC property upon request or when service ends. TLC may charge for lost, damaged, stolen, or unreturned property where permitted by the agreement and applicable law.

11. Unclaimed Items and Storage Charges

Customers are responsible for retrieving laundry and personal property within the applicable pickup or delivery period. Unclaimed items may be subject to disclosed storage charges and handling procedures. After reasonable notice and expiration of the applicable claim or retrieval period, TLC may dispose of, donate, or otherwise handle abandoned property as permitted by applicable law. Any applicable storage rate, notice method, and retrieval period should be stated in the relevant service agreement or published schedule.

12. Promotional Benefits and Additional Services

Promotional benefits may include complimentary items, discounts, vouchers, credits, gifts, upgrades, delivery benefits, or other goods or services. Unless expressly identified as a guaranteed component in the Customer's signed service agreement, promotional benefits are supplemental and may be subject to availability, expiry dates, eligibility requirements, location or scheduling restrictions, vendor participation, inventory, and other stated limitations.

TLC may modify, substitute, suspend, or discontinue promotional benefits that are not expressly guaranteed in the signed service agreement. TLC is not required to provide a cash equivalent. Third-party benefits may be subject to the third party's terms. Promotional materials do not change the signed service agreement unless expressly incorporated into it.

13. Customer Conduct and Communications

Customers must interact respectfully and lawfully with TLC personnel, providers, carriers, and other customers. TLC may suspend or terminate service for threats, physical intimidation, harassment, abusive conduct, intentional property damage, fraud, theft, repeated material violations, unlawful conduct, or conduct creating a legitimate safety concern.

TLC recognizes the Customer's right to post honest reviews, express opinions, make good-faith complaints, participate in legal proceedings, and report concerns to government agencies or law enforcement. A truthful negative

review or good-faith complaint will not, by itself, result in a financial penalty or refund denial. This does not prevent either party from pursuing lawful remedies for independently actionable conduct.

14. Privacy and Customer Information

TLC uses Customer information to provide services, process payments, communicate about orders, facilitate billing, and perform other functions reasonably necessary to provide the services. Information may be disclosed when required by law, to enforce the agreement, or to protect the rights, property, or safety of TLC, its providers or partners, Customers, or others. TLC may send service notices and other communications related to the Customer's account. Marketing communications, photography, and use of a Customer's image or likeness should be covered by any separate consent or privacy notice provided by TLC.

Any confidentiality obligation does not restrict a Customer from making truthful statements, posting honest reviews, making good-faith complaints, participating in legal proceedings, or reporting concerns to appropriate authorities.

15. Service Interruptions Beyond TLC's Control

TLC may temporarily suspend or modify services because of severe weather, transportation disruption, equipment failure despite reasonable maintenance, utility or internet interruptions, labor shortages or disputes, building closures, campus restrictions, emergencies, governmental orders, supply-chain disruption, natural disasters, civil unrest, pandemics, or other circumstances beyond its reasonable control. TLC will make reasonable efforts to resume service as soon as practicable.

16. Limitation of Liability

Subject to applicable law, TLC's maximum liability for covered loss or damage under these Terms is \$200. Any replacement or reimbursement will be calculated at depreciated value. TLC is not responsible for indirect, incidental, special, exemplary, punitive, or consequential damages, including lost profits, loss of business opportunities, loss of use, delay costs, or emotional distress, to the extent permitted by law. Nothing in these Terms limits liability that cannot legally be limited.

17. Customer Responsibility and Collection Costs

To the maximum extent permitted by law, Customers are responsible for third-party claims, losses, liabilities, and reasonable costs arising from their fraud, intentional misconduct, material misrepresentation, unlawful conduct, material violation of these Terms, misuse of TLC property, submission of hazardous or prohibited materials, or conduct causing injury or damage to another person or property. This section does not require a Customer to indemnify TLC for TLC's own conduct to the extent prohibited by law.

Where permitted by the agreement and applicable law, TLC may seek reasonable attorneys' fees, court costs, and collection expenses incurred because of a material breach or unpaid amount.

18. Governing Law, Venue, and General Terms

These Terms are governed by the laws of the State of Indiana, without regard to conflict-of-law rules. The governing venue for disputes arising out of or relating to these Terms is Monroe County, Indiana, subject to applicable law.

If any provision of these Terms is held invalid or unenforceable, that provision will be enforced to the maximum extent permitted by law or severed, and the remaining provisions will remain in effect. Failure to enforce a provision on one occasion does not waive the right to enforce it later.

These Terms, together with the applicable signed service agreement, order, pricing schedule, and any policy expressly incorporated by reference, form the agreement between TLC and the Customer concerning the services. If documents conflict, the signed service agreement and any service-specific terms expressly incorporated into it should

be reviewed together to determine the applicable term. Changes to these Terms will apply as stated in the updated version and subject to applicable law.

The Customer may accept these Terms by signing a written agreement, using an electronic signature, checking an acceptance box, completing checkout, or otherwise clearly acknowledging acceptance electronically, where permitted by law.

19. Customer Acknowledgment and Acceptance

By signing below or electronically accepting these Terms, the Customer acknowledges that they have read and agree to these Terms and the applicable service agreement. The Customer understands that plans may have a minimum service commitment, that monthly installments do not necessarily create a month-to-month cancellation right, that cancellation and refund rights are limited as stated above, that deposits may be applied to properly invoiced charges, and that TLC's liability is subject to the stated \$200 maximum and depreciated-value rule, subject to applicable law.

Customer Name: _____

Email: _____

Service Plan / Service Type: _____

Service Term: _____

Deposit Amount: \$ _____

Cancellation Fee (equal to deposit): \$ _____

Customer Signature: _____

Date: _____

Electronic Acceptance: ☐ I have read, understand, and agree to these Terms of Service.