



Terms and Conditions for SPINZ Laundry Wash & Fold Service

Laundry bag contents are washed, dried, folded, packaged, and returned in the SPINZ Laundry Bag. Medium/dark colours are washed in cold water and whites in warm water; all clothes are dried on medium heat, unless otherwise specified. While SPINZ Laundry makes every effort to catch any "dry clean only" garments, we are not responsible for damage to non-washable clothing received in laundry bags.

CHARGES: Service offered may be purchased in semester plans or annual plans. Plan options include one SPINZ Laundry bag (approximately 11 lbs. of laundry) for weekly/bi-weekly clothing allowance. Use of service without a current plan constitutes a single use, which is charged at \$10.00 per 11 lb. load (for drop-off and pick-up service only at a SPINZ Laundry location).

PAYMENT/DELINQUENT ACCOUNTS: Account balances are charged per semester. Service will cease immediately where there are problems with credit payments and late fees will apply until the account balance is rectified. SPINZ Laundry employs collection agencies and notifies credit bureaus about delinquent accounts.

SERVICE CHANGES/NOTIFICATIONS AND ACCOUNT INFORMATION: In response to the realities of campus life and calendars (e.g., events, holidays, final exams) SPINZ may need to adjust service hours, pick-up locations or pricing. Changes to service schedules will be communicated to students and/or parents via website updates and email notifications. SPINZ clients are responsible for the accuracy of account information on file including, but not limited to, the student's current mobile telephone number, the student's email, and the parent's (or parents') email (s) and permanent home address(es). SPINZ Laundry is not responsible for missed notifications or service announcements that are the result of invalid or out-of-date contact information.

PICK-UP & DELIVERY: SPINZ Laundry is not responsible for the status of clothing items before pick-up and after they have been returned to the client. SPINZ is also not responsible for orders left over 30 days.

REPORTING: All claims, including missing/damaged items, must be reported within 48 hours of delivery. (Don't forget to check with your roommate(s) first should something go missing. It is easy for get things mixed up when you live in the same location.) Due to variations in fabrics and dyes, SPINZ cannot guarantee against colour loss, bleeding, and shrinkage when following manufacturer's care instructions. Prior to sending laundry to be cleaned, SPINZ will take steps to remove stains that are identified by clients, but we cannot guarantee removal of all or existing stains. We try to remove and return items from pockets, but SPINZ is not responsible for items left in clothing or causing damage to clothing. Where SPINZ is responsible for loss or damage there is a \$50 ceiling on any single laundry claim. SPINZ is committed to making sure that you receive excellent service and quality results. If you have any questions or concerns about our service guaranteed, please contact a SPINZ Customer Service Representative at (613) 507-8439.

CREDIT: Gift certificates (call for details)

CANCELLATION OR CHANGE OF SERVICE: Credit accounts expire at end of the original, contracted service plan. Overpayments are posted as credits to the account and will be held until there is a refund request. Service Plans can be cancelled or changed only by submitting a completed [Change of Service Form \(CSF\)](#) to the SPINZ Central Office via email or drop off at our SPINZ location. Changes or cancellations are never processed by phone. Parents and students, not SPINZ Laundry, are responsible for communicating any required changes to service contracts. Use of service that contradicts changes from an executed change form is charged accordingly.

REFUND POLICY: SPINZ is committed to your complete satisfaction. If you are not satisfied, you can cancel your service during the first 30-day trial period for a prorated credit or refund, minus \$10 for each bag. A \$40 processing fee will be charged on all plan cancellations. Credits will be prorated from the date a completed [Change of Service Form \(CSF\)](#) is received via email. The trial period begins when service is requested or classes start. A 3% processing fee will be applied to all refunds on credit card payments. \$12-\$15 a week will be charged for each week since the customer signed up for the service regardless of whether the service has been used. Students are not refunded for under-usage of services from prior weeks. No refunds are issued after the trial period. If a customer cancels service on, or before, the start date, and has not received a bag, a full refund (less processing fees) is issued.

I have read and agreed to the SPINZ Terms and Conditions.

Student Name: First _____ Last _____

Signature _____ Date _____

Thank you for choosing SPINZ ! We value your business. www.spinz.ca

SPINZ Laundry Pick Up & Delivery, 60 Concession Street, Kingston ON K7K 2A6 (613) 507-8439 info@spinz.ca