

Vermont Vitality LLC • Vermont Vitality Laundry Service
Terms and Conditions

Rest assured, your laundry is our priority and we treat it as if it was our own. However it is in the best interest of both parties to be upfront and open about our processes and guidelines and how you as our customer can hire our service, and your obligations as our client. The customer 'you' 'I' acknowledges and agrees to the below terms and conditions set forth by Vermont Vitality Laundry Service, Vermont Vitality LLC 'us' 'we' 'our'.

By utilizing our laundering service I understand and agree that my cloths, bedding and submitted materials are appropriate for washing with water, on a normal cycle, and tumble dried in a drier. Vermont Vitality LLC, Vermont Vitality Laundry Service and its staff can not be held responsible for clothing/laundry that is not made for this standard laundering process, or that has not be identified as such.

Vermont Vitality LLC and Vermont Vitality Laundry Service reserve the right to deny any service to any customer at any time at our discretion. The following terms and conditions apply to your service agreement-
"I" the customer understand and agree to the following-

- minimum order fee, members vs non-members
- Orders are by the pound or by the bag not both
- All customers will do their best to keep all communication methods provided to Vermont Vitality LLC current. All customers are required to provide a phone number (preferably cellphone), email, and service address including any necessary directions regarding the service address. Not doing so may result in the delay or cancellation of any pickup or delivery. Should delivery be canceled for an existing order, the order must be picked up in store, additional deliveries will not be issued, and no delivery fee will be refunded or credited.
- Payment is contactless only. Debit and credit cards are saved within the customer profile in the CleanCloudApp system, and are charged on file when orders are placed. All customers are responsible for maintaining card-on-file information. Failure to provide card information, or to update card information will result in delay or cancellation of orders. Chronic failure to update payment information may result in termination of services, or cancellation of orders or cancellation of account. Cancellations will be reviewed on a case-by-case basis.
- Any clothing/laundry submitted in a non-Vermont Vitality Laundry Service bag must contain full customer contact information matching information provided by customer in the CleanCloudApp account for the order.
- All pickup orders will be placed outside the home, in a plain-sight location, in the designated pickup area (if specified by the customer as a location other than the front door). Orders will be picked up between 7am-6pm on scheduled delivery/pickup day. Drivers are not responsible for any missed or partial order pickups.
- Delivery/pickup days are determined by Vermont Vitality Laundry Service routes. All orders will be placed on a route according to location. Orders will only be serviced on the designated day said route is serviced. If that day has already passed in that week, customers my drop off their order in-store and have it delivered on the next route day.
- Any special requests must be submitted no later than 24hours prior to the route service day. This is 24hours prior to the route start time of 7am. Special requests must be submitted within the customer order in the app. No special requests written on paper and submitted inside laundry bags will be considered, and may result in special request items delay in service.
- Although we do our best to accommodate special requests we can not be held responsible if said request is misread or missed altogether.
- We cannot assume responsibility for inherent weakness or pre-existing weaknesses/tears or defects in materials that my result in tears or worsening of tears that are not readily apparent prior to processing.
- We can not guarantee against color loss, color bleeding, and stretching or shrinkage; or against weak and tender fabrics; or against auxiliary or supporting items such as belts, buttons, beads, ties or zipper pulls.
- Non-washable items such as belts, pins, pens, stickers etc will be removed by the customer prior to service. Any items missed by the customer are liable to the customer. Vermont Vitality Laundry can not be held responsible for damages caused by such items. The customer is responsible for damages to Vermont Vitality LLC Vermont Vitality Laundry Service properties and equipment should damage occur and be determined to be caused by such items. The customer will also be held responsible should such items damage the order of another customer(s).
- Bags and individual items must be thoroughly checked by the customer prior to order submission for damaging items such as but not limited to pens, pins, crayons, stickers, jewelry, razors, needles.
- Any and all hang dry items must be separated and placed in a separate bag. Hang dry items not labeled and separated will be processed with standard procedure outlined above. Vermont Vitality Laundry Service is not responsible for any hang dry items not properly disclosed and sorted by the customer.
- We can not guarantee the complete removal of any/all stains. Some stains will not come out no matter how hard we try. All stains requiring treatment must be noted by the customer at the time the order is placed. Vermont Vitality

Laundry Service and Vermont Vitality LLC are not responsible for undisclosed stains, and can not guarantee the complete removal of any stain. When ordering the customer has sole responsibility for notification of stains including their location on the garment and if treatment is requested, treatment may incur an additional charge.

- When using our home pick-up and delivery service Vermont Vitality Laundry Service and Vermont Vitality LLC are not responsible for items prior to pickup and after drop off. The responsibility of the safety of the items at the above time is solely on the customer.
- We can not guarantee a specific delivery/pickup times, only route days. Vermont Vitality Laundry Service and Vermont Vitality LLC are not responsible for any delayed or missed deliveries on delivery days should the service address be missing, incorrect, incomplete, or if the address is unable to be accessed at that time due to any circumstances including but not limited to inclement weather or construction.

Payment-

- Customer agrees to pay the total amount according to the payment agreement.
 - customer agrees that additional charges may be added to the individual order if the order is determined to be in excess of the original agreed terms, including but not limited to heavy soil, unannounced special items. These charges will be added to the order during the laundering process, to be paid upon pickup or delivery, OR items may be returned to the customer un-laundered if determined to be unsafe. If items are returned to the customer un-laundered for reasons of safety concern, no refund will be issued as it is the responsibility of the customer to sort or remove any of these items prior to submitting an order.

Subscription Services

•Monthly subscriptions detail the exact benefit of each subscription in the details of the purchase.

- subscriptions do not guarantee pickup and delivery outside of normal routes and route times.
- Example
- Example
- Example

Opting out of Services

•Customers may opt out of services, but must adhere to terms of said service. If cancellation or opt out is requested but falls short of described deadlines customers will be subject to any and all fees associated with the cancellation or opt out. No refunds or credits will be issued should the customer fail to meet terms of service.

Payment Failures

- any payment failure on a subscription plan will default to the cancellation of the subscription. No refunds will be issued for services, no credits will be given. Any benefits, perks, price breaks or discounts will be null and void should a payment fail on a subscription plan.
- The customer is responsible for updating card information should a payment failure occur.
- The customer is responsible opting back in to any services canceled due to payment failure, including deliveries and subscriptions.

Limitation of Liability-

Damaged Items

- We cannot guarantee against color loss, color bleeding, and shrinkage or stretching; or against damage to defective, weak, and/or tender fabrics; or against damage to auxiliary and supporting items such as belts, buttons, beads, ties, or zipper pulls. Additionally, we do not follow care label instructions and instead offer a standard wash and fold service as a regular laundry company, as described above. All items must be previously reviewed by the customer before being submitted for cleaning, failure to review items before submission is solely the responsibility of the customer.
- Vermont Vitality Laundry is not responsible for any damages incurred from objects left within customer orders including but not limited to pens, pencils, markers, crayons, writing utensils of any kind, stickers, pins, jewelry, construction and hardware fasteners, needles and razors. The customer is solely responsible for any damages incurred by the above list of items to their own property, the property of other customers, and the property, equipment and health and safety of Vermont Vitality LLC, Vermont Vitality Laundry and its operators and staff.

- We do not take any responsibility for hang dry items that are not clearly labeled and separated by the customer. In the same way that you would not expect a dry cleaning only item to hold up in a household washer, this can not be expected of our service.
- Any damages must be reported directly to Vermont Vitality Laundry within 5 days of the service. We take pride in caring for your items as if they were our own, and will review all damaged items on a case-by-case basis.
- Any items determined to be damaged by Vermont Vitality Laundry will be eligible for reimbursement of the full value of the item, less depreciation. Items will be evaluated for depreciation based on the Internal Fair Claims Guide for Consumer Textiles. A receipt proving proof of purchase may be required. Reimbursement totaling less than \$100 will be issued as a credit on account, totaling over \$100 will be issued via check.

Lost Items

• When using Vermont Vitality Laundry Services, we are not responsible for your items prior to pickup or after drop off. All bags must be properly labeled and accounted for within the customer order submission. Vermont Vitality Laundry is not responsible for any items with incorrect or missing labeling identification.

- We are not responsible for any items determined in the above clauses to be items removed or disclosed by the customer. Vermont Vitality Laundry Service is not responsible for any such items including but not limited to pens, pencils, markers, crayons, writing utensils of any kind, stickers, pins, jewelry, construction and hardware fasteners, needles and razors, paperwork or receipts. Our service processes laundry by the load, not by the piece, as such we are not able to verify taking possession of any one piece of laundry at one time.
- Any items determined to be lost by Vermont Vitality Laundry will be eligible for reimbursement of the full value of the item, less depreciation. Items will be evaluated for depreciation based on the Internal Fair Claims Guide for Consumer Textiles. A receipt proving proof of purchase may be required. Reimbursement totaling less than \$100 will be issued as a credit on account, totaling over \$100 will be issued via check. Items will not be considered lost until 30 days past the date of service. Items may be considered lost no sooner than 30 days after the initial claim is filed.
- Lost claims must be initiated no later than 24 days after the service. We are much more likely to find misplaced items if reported early. Laundry orders are packed and bundled, and is extensively tracked through our facility and is only lose when it is processing in the washer or dryer, or being carefully folded by a team member.

Contaminated Items

• We cannot accept any items that may pose a risk to the health and safety of our team, our equipment or the items of others cleaned within our facility. These items include but are not limited to the below list, the health and safety of individual items or orders will be determined on a case-by-case basis and can be determined by Vermont Vitality Laundry Service and its operators and staff at any time during the order.

These items include but are not limited to -

- contamination by bodily fluids
- cloth diapers
- excessive pet hair
- moisture or saturation due to failure of household laundry process
- mildew
- household pests (including but not limited to bed bugs, cockroaches, fleas or ticks)
- poison ivy, poison oak or wild parsnip
- hazardous chemicals or residues
- roofing tar, heavily soiled items due to mechanical or construction processes
- bedding exposed to COVID or any other contagious illness

Special Requests

Special Requests must be clearly stated by the customer at the time of the order, or may be added no later than 24 hours prior to pickup day start.

Special requests may be denied, in such circumstance garments will be returned to customer, should this cause any hardship to Vermont Vitality Laundry a fee may be associated with the return.

We do our best to fulfill all requests but can not be responsible if said request is misinterpreted, misread, or accidentally overlooked.

Fee Schedule

Information Privacy

Vermont Vitality Laundry will only use customer information to contact the customer in regards to their order regarding its service, the customers account, or subscription/membership. Vermont Vitality Laundry Service will not sell or share any

customers information with any parties. Removal of customer information can be requested by the customer and will be handled in a timely manner, all customer accounts requesting removal of information must be in good standing and requested in person, requiring a signature and identification confirmation.

Any Vermont Vitality Laundry Service properties including but not limited to totes, bags, hangers are used for convenience and do not indicate transfer of ownership. Customers ending memberships or discontinuing services must return any such properties to Vermont Vitality Laundry Service, at the earliest convenience. Failure to return properties within 30days of last service Vermont Vitality Laundry Service retains the right to contact the customer in a reasonable way via on file contact methods to collect its property. Should collection fail, a fee based on properties not returned may be added to the customers account. The customer is responsible for this charge, and will not be eligible to place any new orders until the account is in good standing. Customer has the option to purchase items at fair market value if they do not wish to return them. This excludes any items received in promotion unless the customer fails to maintain the terms of the promotion.