

## **General Terms and Conditions of Service**

Olive Cleaners is pleased to provide quality dry cleaning service to our customers, subject to compliance with and acceptance of the terms and conditions set forth below. Please read the following provisions carefully. Use of the Olive Cleaners service indicates agreement to be bound by the terms and conditions contained herein. This agreement is strictly between Olive Cleaners and its customers and does not in any way constitute or imply any relationship with any other parties.

### **Mission Statement:**

Olive Cleaners is local family own and run. We opened Olive Cleaners to provide premium dry cleaning, laundry and alterations with outstanding customer service but at a reasonable price. We aim to create an exceptional cleaning experience and continue to improve it through advanced technologies.

### **Garment Care:**

Olive Cleaners will use reasonable efforts to maintain a high quality cleaning service. However, if the customer is not satisfied with the cleaning, we will re-clean the garment at no charge. The unworn item must be returned to the store within 3 days of the delivery, accompanied by its original receipt.

Olive Cleaners accepts no liability for damage due to normal cleaning of items without care instructions, and accepts no liability for items treated in accordance with the care labels or other instructions provided. Olive Cleaners accepts no liability for "special care" items that include special attention to be cleaned or that do not have care instructions.

Olive Cleaners is not responsible for clothing shrinking, or otherwise changing as a result of normal washing procedures. Precautions will be taken to alleviate these problems if possible. Olive Cleaners reserves the right to refuse to clean any garment.

Olive Cleaners does not guarantee the removal of all stains. Olive Cleaners will have its cleaning service re-clean items that, in its sole discretion, were not properly cleaned and have not been worn since they were cleaned.

Olive Cleaners is not responsible for loss of or damage to any personal or non-cleanable items left in the clothing or laundry bags such as money, jewelry, or any other item. The customer agrees not to leave such items in its clothing or in its laundry bags.

## **Loss or Damage:**

In the rare instance that the customer's garment is lost or damaged by Olive Cleaners, we will issue you a refund or credit for the value of that garment, as specified in the National Fair Claims Guide from the International Fabricare Institute ("IFI"). This guide calculates the value of the garments based on the average life of the garment, depreciation for the age of the item, and the current replacement cost. If the customer is unable to document the age of a garment, the customer can attest to the age but Olive Cleaners, in its sole discretion, may limit the minimum age of any garment to one year. If no current replacement cost is available (e.g., because the item is no longer available in stores), Olive Cleaners may use the replacement cost of a comparable item currently available. Notwithstanding the foregoing, the maximum reimbursement for each individual item is seventy-five dollars (\$75.00) per item and not to exceed two hundred dollars (\$200.00) per order and is subject to standard depreciation schedules in the Fair Claim Guide from the IFI.

Olive Cleaners is not liable for any preexisting damage to garments. If we find any preexisting damage or have a concern about the colorfastness, or the age or weakness of the fabric, we will contact you to obtain your approval before proceeding to care for the item. If we are unable to obtain your authorization in a timely manner, then we may return the item without cleaning it.

Missing or damaged items must be reported to Olive Cleaners within three (3) days of delivery of the item(s). Otherwise, Olive Cleaners assumes no responsibility of the missing or damaged items. If you believe that Olive Cleaners is in possession of an item but we have no record of its pickup, we request that you inform us immediately so we can start an investigation and you can search at home. If, after fourteen (14) days, the item has not been found, we may compensate you for the loss of the item in accordance with the IFI guide, at our discretion.

## **Abandoned Items:**

Olive Cleaners will keep unclaimed items for up to six months, during which time we will do our best to repeatedly contact the customer. If the customer fails to respond after that time, the items are deemed abandoned property. Olive Cleaners has the right to take actions on the abandoned property, for example, to donate it to charity.

## **Disclaimer:**

This liability shall be the extent of Olive Cleaners liability regardless of the form in which any legal or equitable action may be brought and the foregoing shall constitute the customer's exclusive remedy. In no event will Olive Cleaners be held liable or be responsible for any consequential, special, indirect, incidental or punitive loss or damages, whether or not Olive Cleaners knew or should have known of the likelihood of any such loss or damages. Olive Cleaners disclaims all warranties, express or implied, with respect to the services rendered to the customer.