

Washbox Laundromat Terms & Conditions

We strive to give your garments the care they deserve. We use the most modern equipment and products available to process and clean your clothes with the utmost care and quality. By opening an account and/or using the services provided by Washbox Laundromat, you signify that you accept the terms and conditions set forth. These terms and conditions are subject to change and it is the responsibility of the customer to review these terms prior to the use of our services.

By using Washbox Laundromat (“Washbox,” “we,” “us,” or “our”) facilities and services (the “Services”), you (“you,” “customer”) agree to be bound by these Terms & Conditions (“Terms”). Please read them carefully.

1. Estimates & Final Pricing

1.1. Estimates

- Any prices quoted over the phone or online are **estimates only**. The final price may vary once items are physically assessed in-store.

1.2. Pricing

- Current pricing is available on our website (www.wblaundry.com) or in-store.
- Prices are subject to change without notice.

1.3. Minimum Fee for Drop-Off

- Drop-off loads under 10 pounds will be rounded up to our 10-pound minimum.
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2. Payment Terms & Retention of Goods

2.1. Payment Methods

- We accept exact cash only and are unable to give change.
- Credit/debit cards are accepted.

2.2. Payment on File

- By adding a payment method on file, you authorize Washbox Laundromat to charge it for services rendered.

2.3. Right to Retain Goods

- Under **RCW 60.08 and RCW 60.10**, Washbox Laundromat has a statutory lien on any garments or personal property serviced.
- We may retain possession of your items until full payment is received.

2.4. Abandoned Items

- If payment is not received or garments are not collected within **90 days** of the drop-off date, we consider these items **abandoned** and reserve the right to dispose of or donate them as permitted by law. We shall not be liable for any loss incurred in such an event.
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3. Services Offered

3.1. Self-Service Laundry

- Machines may be card-operated. Follow posted instructions.

3.2. Drop-Off / Wash & Fold Service

- We will wash, dry, and fold items per your request.

3.3. Spot Treatment

- We do not guarantee stain or odor removal. Factors such as fabric type, stain age, or prior laundering methods impact results.

3.4. Right to Refuse Cleaning

- We reserve the right to refuse any garment if we believe it poses a health or safety risk or is unsuitable for standard laundering.
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4. Wash & Fold Policies

4.1. Pockets & Personal Items

- You are responsible for checking garments for personal items (cash, jewelry, electronics, etc.) prior to drop-off.
- Washbox is not responsible for damage caused by items left in pockets (e.g., pens, lipsticks).

4.2. Default Washing & Drying Settings

- Standard wash uses warm water; standard drying uses medium heat. We do not honor claims for shrinkage, color fading, or color bleeding under these default settings.

- If “dry clean only” or delicate items are included inadvertently, we are not liable for damage.
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5. Cleaning & Care Labels

5.1. Liability for Following Labels

- We follow manufacturer care labels when provided; we are not liable for damage resulting from following these instructions.

5.2. No Guarantee of Odor or Stain Removal

- We strive for the best results but **cannot guarantee** full removal of stains or odors.

5.3. Inherent Weaknesses

- We are not responsible for damage arising from inherent weaknesses in fabric or manufacturing defects, such as tears, thinning, loose embellishments, or color issues that manifest during laundering.
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6. Damaged Items

6.1. Reporting Damage

- If you believe an item is damaged by our process, you must report the damage **within 12 days** of pick-up or delivery.
- The item must be in the same condition as returned (i.e., not worn or used).

6.2. Maximum Liability

- Our liability for a damaged item shall not exceed **ten (10) times the cleaning cost** of that item, regardless of brand or condition.

6.3. Claim Submission

- Submit claims via email (contact@washboxlaundromat.com) or phone (**206-207-1218**).
 - Please allow up to **10 business days** for investigation.
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7. Missing Items

7.1. Reporting a Missing Item

- If you believe an item is missing, notify us **within 12 days** of pick-up or delivery.
- Provide a detailed description (type, brand, color, size).

7.2. Investigation Period

- We require up to **10 business days** to investigate missing item claims.

7.3. Maximum Liability

- Our liability for a missing item shall not exceed **ten (10) times the cleaning cost** of that item, regardless of brand or condition.
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8. Refunds

8.1. Machine Malfunction

- If a machine malfunctions, you must report the issue within **48 hours** of the incident.
- Refunds will be considered upon verification of the machine malfunction and proof of payment.

8.2. No Refund for User Error

- We do not refund costs related to user error, such as improper loading, unauthorized detergent use, or failure to follow posted instructions.
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9. Unattended Items in Machines

9.1. Removal by Staff

- Items left unattended in machines after a cycle completes may be removed by staff to allow other customers to use the machine.
 - We will store these items securely for a reasonable period, but are not responsible for any loss or damage thereafter.
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10. Biohazard / Infested Items

10.1. Right to Refuse

- We will not process items with bedbugs, feces, blood, bodily fluids, or other hazards unless previously disclosed and specifically agreed upon.
 - If such items are discovered without prior notice, we may charge a **\$50 biohazard fee** and refuse or return the order.
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11. Delivery by Third Party

11.1. Limitation of Liability

- If you choose pick-up/delivery service through a third-party provider, Washbox Laundromat is not responsible once items are in the third party's possession. Any delivery disputes must be addressed with the provider directly.
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12. Promotional Codes

- One promotional code may be used per order.
 - Promotional codes cannot be combined with other offers and cannot be applied retroactively to completed orders.
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13. Children & Pets

- Children must be supervised by an adult at all times.
 - Pets (except service animals, as required by law) are not allowed in the laundromat for health and safety reasons.
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14. Operating Hours

- Check our website for current hours.
 - Doors may lock at a specified closing time (e.g., **8:00 PM**). If you leave after that time, you may not re-enter.
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15. Security Cameras

- Surveillance cameras are used for safety and security.
- Footage will be accessed and stored in accordance with applicable laws and regulations.

16. Dispute of Charges

- If you wish to dispute a charge, you must notify us within **48 hours** of payment.
- Disputes can be submitted via email (contact@wboxlaundry.com) or phone (**206-207-1218**).

17. Governing Law & Dispute Resolution

- These Terms are governed by the laws of the State of Washington.
- Any disputes shall be resolved in the state or federal courts located in Washington State, unless otherwise agreed.

18. Changes to These Terms

- We may update these Terms periodically. Any changes become effective when posted in-store or on our website. Your continued use of our Services indicates acceptance of any revised Terms.

Acknowledgment

By using Washbox Laundromat's services, you acknowledge that you have read, understood, and agree to these Terms & Conditions.

Contact Us:

- Email: contact@washboxlaundromat.com
- Phone: **206-207-1218**
- Address: 19901 1st Ave S #406, Normandy Park, WA 98148