
DAMAGE POLICY.

Dear Valued Customer,

We are dedicated to providing you with exceptional cleaning services while treating your garments with the utmost care and professionalism. We understand the importance of transparency in our service, and we want to ensure that you are fully informed about our damage policy.

Customer Responsibility:

- A. **ITEM INSPECTION:** Before entrusting your garments to us, we strongly recommend inspecting each item for any pre-existing damage, weak seams, loose buttons, stains (including blood, body fluids, food, grease, paint, vomit, alcohol, fungi, etc.), or any other vulnerabilities.
- B. **COMMUNICATION:** If you identify any issues or concerns with your garments, please promptly inform our staff upon delivery, our drivers, or our front desk staff. Clear communication about specific requirements or concerns will enable us to serve you better.

Our Commitment:

- A. **PROFESSIONAL HANDLING:** We are committed to handling your garments with the utmost professionalism and care, adhering to industry best practices and guidelines.
- B. **QUALITY CONTROL:** Our rigorous quality control measures are designed to minimize the risk of damage or loss during the cleaning process. We regularly maintain and calibrate our equipment to ensure optimal performance.

Limitation of Liability:

- A. **PRE-EXISTING DAMAGE:** We cannot accept responsibility for any damage present on your garments before they are submitted for cleaning. Identifying and informing us of pre-existing problems is the customer's responsibility.
 - B. **DIFFICULT STAINS:** Some garments may come with stains that are challenging to remove. While we make every effort to return your garment stain-free, the removal of difficult stains may lead to deterioration or damage. The company is not liable for such damage, and customers may opt out of the stain removal process if they wish to avoid this risk.
 - C. **DAMAGE DUE TO GARMENT DETERIORATION:** We are not responsible for damage that may occur during the cleaning process due to the natural wear and tear or aging of a garment.
 - D. **INCORRECT LABELS AND/OR MANUFACTURER DEFECTS:** Damage caused by manufacturer defects or incorrect labeling of cleaning procedures is beyond our control, as our processes rely on the information provided by the manufacturer.
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- E. **DELICATE OR SENSITIVE MATERIALS:** Certain fabrics or materials may be more susceptible to damage or fading during the dry-cleaning process. While we exercise caution, we cannot guarantee the condition of such materials after cleaning.
- F. **GARMENT DECORATIONS:** Decorative elements like beads, sequins, buttons, hand- or machine-painted details, and stitching may become loose or damaged during cleaning. While we take precautions, we cannot assume responsibility for such damages.
- G. **OBJECTS INSIDE POCKETS:** Prior to entrusting your garments to our experienced team, we kindly request that you diligently inspect the pockets of your garments and ensure they are completely empty. This precautionary measure is essential as objects inadvertently left within the pockets can potentially lead to unintended damage during the cleaning process. Additionally, it is important to recognize that such items may be susceptible to loss or damage throughout the cleaning procedure. Your vigilance in this regard is greatly appreciated, as it contributes to the overall preservation of your garments and their quality. We are dedicated to providing you with the highest standard of care and appreciate your partnership in ensuring the safety of your belongings.
- H. **BATTING ISSUES WITH COMFORTERS:** Occasionally some manufacturers do not secure the interior fabric in the comforters you buy. If the interior of a comforter is not sewn in correctly it will all gather in the middle, and sometimes cannot be fixed. This would fall under manufacturer defect, and we will treat it as such during the claims process.

Final Note:

While we deeply value your trust and the garments you entrust to us, we encourage all customers to exercise due diligence by inspecting their items and raising concerns before submitting them to us. Our unwavering commitment to quality and excellence drives us to provide the best possible service.

By submitting your garments to us you acknowledge that you have read and understood our Liability/Damage Policy and agree to comply with its terms and conditions.

In the event of a claim, your claim process may be declined if it is determined that it does not adhere to the provisions outlined within this policy.

Thank you for choosing us for your dry-cleaning needs. We look forward to serving you with the utmost care and professionalism.

Sincerely,

PRODUCTION DEPARTMENT
OPERATIONS DEPARTMENT