

Today's Maid

Laundry Service Terms and Conditions

Service Description:

Customers can make laundry orders through our Site or by calling our Customer Care Center. You order laundry services by entering your personal and billing information and selecting a pick up and delivery time.

We will pick up your bag and deliver your clean clothes:

- In 48 hours for buildings with Doorman buildings.
- On the selected time and date for non-doorman customers.

Billing:

We will charge your credit for each order. You may request to stop recurring service by sending an e-mail to our Customer Billing Center at Laundry@TodaysMaid.com or by calling our Customer Care Center.

Additional Charges:

Today's Maid reserves the right to charge additional fee for items that cost more to clean. The following items are examples:

- 1) Gowns: \$45+
- 2) Wedding dresses: \$75+
- 3) Leather & Suede: By estimate.

Cancellation:

You may cancel your recurring service by calling us at **(212) 444-9933** or by sending an email to: Laundry@TodaysMaid.com.

Handling your garments:

Once we get to our third party cleaning plant your personal dry cleaning and wash & fold bags are opened and itemized by garment. This process is recorded in digital video, which serves as proof of garments received. We keep video records for one month after the initial inventory date.

IMPORTANT NOTE REGARDING your garments: If you are including in your hamper an item worth more than \$1,000 retail price, please let us know before your scheduled pickup by sending an email to Laundry@TodaysMaid.com. We are not liable for loss or damages to garments worth more than \$1,000 retail price if you fail to follow this policy.

Delivery:

We always strive to pick up and deliver on time. However, the safety of our employees, other motorists and pedestrians takes precedence. In cases of bad weather, traffic congestion or other occurrences beyond our control it may be necessary to make adjustments to our delivery schedule, which will cause us to suspend chosen delivery dates and times. In such case, a customer service representative may call or e-mail you to let you know the status of your delivery time.

Stains:

Please keep in mind, that while we aim to remove all stains, some stains may never completely be removed.

In particular, this includes failure to follow care instructions, further complicating a stain by using a home remedy such as water or soda, chemical damage from spillage of alcoholic beverages, medications, perfumes, after shaves, hair dyes, perspiration and shrinkage of garments due to improper washing techniques.

Damage and Loss Policy:

Today's Maid ® and our third party laundry service is liable for incidental damages and loss to articles placed within our care if the customer is not at fault. Cases where the customer is at fault include (but not limited to) instances where the customer is aware of special garment treatment but does not use the "Special Instructions" box when placing an order. Our claims system is based on the American National Standards Institute's 'Fair Claims Guide for Consumer Textile Products. We take pride in our business knowing that we can provide the highest level of customer service in the dry cleaning industry!

We provide you with 2 options to tell us the number of garments in each order: A) Through your account on our website. Or B) By completing the order form found either by Today's Maid Stations or found with your clean garments once we return them. If you fail to use either one of these 2 options as proof of the number of garments in your order, your claim will not be a strong one and we will not be liable for any missing items.

IN THE RARE CASE WHERE GARMENTS ARE DAMAGED OR LOST YOU MUST CONTACT US WITHIN 24 HOURS OF YOUR DROP OFF. After 24 hours of your drop off, we shall not assume any responsibility for damaged or missing items. We are not responsible for any loss or damage after delivery to your doorman, concierge or other apparently authorized person. We are not responsible for any loss or damage due to handling by, storage with or delivery by your doorman, concierge or other authorized person, including, for instance, the erroneous delivery of your garment to a third party cleaner. The rules regarding inventory set forth under "Service Description" apply.

WE DO NOT ASSUME RESPONSIBILITY FOR DRY CLEAN ONLY ITEMS PLACED INSIDE WASH AND FOLD BAG. All dry clean only items must be separated from the wash and fold order. We will not be responsible for sorting dry clean items from wash and fold items. All items placed in the wash and fold bag will be laundered and folded. We will not be liable for damages to dry clean only items placed in wash and fold bags.

We are not responsible for loose items in pockets or bundles of garments (i.e. jewelry, watches, and cash). We request that customers empty pockets prior to leaving items with us as we can not be held responsible for damage to your garments from items left in pockets (Lipstick, Gum, Pens, etc.)

If we determine that Today's Maid Laundry Service is responsible for the loss of or damage to an item we will refund you the replacement value ten (10) times our charge for cleaning that garment regardless of brand or condition.

If it is unclear who is responsible for the damage, Today's Maid Laundry Service will have the garment analyzed at owner's expense by an International Fabricare Institute garment analysis laboratory. Restitution will be made based upon the lab's report. Our liability shall in no event exceed thirty (30) times our charge for cleaning that garment regardless of brand or condition.

Pricing:

Today's Maid Laundry Service reserves the right to change prices at any time and is not responsible for typographical errors on the website related to pricing information.

Acceptable Use Policy:

You are solely responsible for any and all acts and omissions that occur under your account or password, and you agree not to engage in unacceptable use of the Today's Maid Laundry Service Services, which includes, without limitation, use of the Today's Maid.com. Services to: (a) disseminate or transmit unsolicited messages, chain letters, or unsolicited commercial e-mail; (b) disseminate or transmit material that, to a reasonable person, may be abusive, obscene, pornographic, defamatory, harassing, grossly offensive, vulgar, threatening, or malicious; (c) disseminate or transmit files, graphics, software, or other material that actually or potentially infringes the copyright, trademark, patent, trade secret, or other intellectual property right of any person; (d) create a false identity or otherwise attempt to mislead any person as to the identity or origin of any communication; (e) export, re-export, or permit downloading of any message or content in violation of any export or import law, regulation, or restriction of the United States and its agencies and authorities, or without all required approvals, licenses, or exemptions; (f) interfere with, disrupt, or attempt to gain unauthorized access to other accounts on the Today's Maid Laundry Service Service or any other computer network; (g) disseminate or transmit viruses, Trojan horses, or any other malicious code or program; or (h) engage in any other activity deemed by Today's Maid Laundry Service to be in conflict with the spirit or intent of this Agreement.

WARRANTY DISCLAIMER. YOU EXPRESSLY AGREE THAT USE OF THE TODAY'S MAID LAUNDRY SERVICES SERVICES, THE SITE, AND THE INTERNET IS ENTIRELY AT YOUR OWN RISK. THE TODAY'S MAID LAUNDRY SERVICES SERVICES, THE SITE, AND ITS CONTENTS ARE PROVIDED ON AN "AS IS," "AS AVAILABLE" BASIS. TO THE EXTENT PERMITTED BY APPLICABLE LAW, TODAY'S MAID LAUNDRY SERVICE DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE TODAY'S MAID LAUNDRY SERVICE SERVICE, THE SITE, OR ITS CONTENTS OR WITH RESPECT TO ANY INFORMATION, SERVICES, AND PRODUCTS PROVIDED THROUGH OR IN CONNECTION WITH ANY OF THE TODAY'S MAID LAUNDRY SERVICES SERVICES; TODAY'S MAID LAUNDRY SERVICE DOES NOT ADOPT ANY REPRESENTATION OR WARRANTY OF ANY MANUFACTURER OR MERCHANT OF ANY SUCH INFORMATION, SERVICE, OR PRODUCTS. TODAY'S MAID LAUNDRY SERVICE MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND AS TO THE AVAILABILITY, ACCURACY, OR CONTENT OF ANY INFORMATION, SERVICES, OR PRODUCTS OBTAINED THROUGH THE SITE OR THE TODAY'S MAID LAUNDRY SERVICES SERVICES. TODAY'S MAID LAUNDRY SERVICE DOES NOT WARRANT THAT THE FUNCTIONS PROVIDED BY THE SITE WILL BE UNINTERRUPTED OR ERROR FREE, OR THAT THIS SITE OR THE SERVER THAT MAKES IT AVAILABLE IS FREE FROM VIRUSES OR OTHER HARMFUL COMPONENTS.

LIMITATION OF LIABILITY. NEITHER TODAY'S MAID LAUNDRY SERVICE NOR ANY OF ITS DIRECTORS, EMPLOYEES, SHAREHOLDERS, AFFILIATES, AGENTS, REPRESENTATIVES, THIRD-PARTY INFORMATION PROVIDERS, MERCHANTS, OR LICENSORS (COLLECTIVELY, "TODAY'S MAID LAUNDRY SERVICE PARTIES") SHALL BE LIABLE FOR ANY DAMAGES OF ANY KIND, INCLUDING, WITHOUT LIMITATION, COMPENSATORY, DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES; LOSS OF DATA, INCOME, OR PROFIT; OR LOSS OR

DAMAGE TO PROPERTY, ARISING OUT OF OR IN CONNECTION WITH THE USE OF, OR THE INABILITY TO USE, THE SITE, THE TODAY'S MAID LAUNDRY SERVICES, OR THE INTERNET. YOUR SOLE AND EXCLUSIVE REMEDY HEREUNDER SHALL BE FOR YOU TO DISCONTINUE YOUR USE OF THE TODAY'S MAID LAUNDRY SERVICE AND TO TERMINATE THIS AGREEMENT.

Compliance:

The material in the Site is provided for lawful purposes only. Today's Maid Laundry Service controls and operates this Site from its headquarters in Brooklyn, New York, USA, and makes no representation that these materials are appropriate or available for use in other locations. If you use the Site from other locations, you are responsible for compliance with applicable local laws. Price and availability information is subject to change without notice.

Termination:

We reserve the right to terminate service without cause. This Agreement is effective upon your acceptance as set forth herein and shall continue in full force and effect until terminated. Today's Maid Laundry Service may suspend or terminate this Agreement or any of the Today's Maid Laundry Services or remove or disable access to any portion of the Today's Maid Laundry Services at any time for any reason with or without notice to you. You may terminate this Agreement and your Today's Maid Laundry Services at any time for any reason by delivering notice in the manner provided below, which termination will be effective the day notice is received or such later date specified in the notice. Today's Maid Laundry Service reserves the right to collect fees and charges incurred before you have cancelled your Today's Maid Laundry Services. In addition, you are responsible for any charges incurred to third-party vendors or content providers prior to your cancellation.

Notices:

Today's Maid Laundry Service may give notice to you of a change in this Agreement, a change in the Today's Maid Laundry Service Fee Schedule, and any other matter through a general posting on the Today's Maid Laundry Service Site, by electronic mail, or by conventional mail to your address contained in the Customer Registration Database. You may give notice to Today's Maid Laundry Service by electronic mail (customerservice@TodaysMaid.com).

Amendment:

Today's Maid Laundry Service may amend this Agreement at any time by posting the amended terms on our Site. By using this Site after any amendment, you agree to be bound by any such revisions and should therefore periodically visit this page to determine the then current Agreement to which you are bound.