

# Penn life made easy!

## Service Agreement Notice

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### Laundry Refund and Reimbursement Policy

**Purpose:** firstServices strives to provide customers with convenient and quality laundry services. The refund and reimbursement policy establishes the conditions and protocols for refunding or reimbursing customers.

**Policy:** Refunds and reimbursements are given under the following conditions:

#### Delayed Laundry

In the event that laundry is not returned to the customer according to the specified laundry schedule, customers are entitled to a refund of the service charges for the specific load that was delayed.

#### Lost or Damaged Clothing

Damaged clothing is defined as items that are torn, ripped, or destroyed by the laundry process. firstServices insures lost or damaged clothing up to \$300 per bag. firstServices reserves the right to keep any damaged clothing after a refund has been issued. In the event that clothing is lost or damaged, firstServices will reimburse customers on a per item basis (regardless of brand) according to the following Clothing Reimbursement Schedule:

#### Clothing Reimbursement Schedule

Item of Clothing	Reimbursement
Long-sleeved shirt	\$ 15.00
T-Shirt	\$ 10.00
Undershirt	\$ 5.00
Button-down shirt	\$ 20.00
Tank Top	\$ 10.00
Blouse	\$ 20.00
Sweatshirt	\$ 15.00
Sweatpants	\$ 10.00
Sweater	\$ 20.00
Shorts	\$ 15.00
Pants	\$ 25.00
Blazer	\$ 40.00
Skirts	\$ 20.00
Nightwear	\$ 10.00
Pair of socks	\$ 2.00
Bra	\$ 15.00
Miscellaneous Undergarments	\$ 5.00
Towel	\$ 5.00
Bed sheets	\$ 10.00

Customers are not reimbursed for discolored clothing caused by the running of dyes from other items of clothing, nor for discoloration caused by items left in pockets or placed in the bag by the customer. It is the customer's responsibility to decide what items he or she is comfortable placing in each bag to be washed together.

#### Timing of Claim

Claims for refunds and reimbursements must be made within 48 hours of the incident, or else firstServices cannot accept responsibility. firstServices requires two weeks to search for missing laundry before a refund can be issued.

## **Group Plan Policy**

### Requirements

Customers must have a full group before their service can begin.  
Groups must meet the minimum amount of members before the discount can be applied.  
Groups must have one location for pick up and drop off.  
Groups must have the same service date.

### Cancelling

If the number of dropouts exceeds 2, the remaining members will no longer receive the discounted rate. Members will have two weeks to pay the initial savings. If the bill is not paid, the service will be discontinued and a pro-rated refund will be provided for your unused service.