

## **TERMS & CONDITIONS OF SERVICE**

Between And Among **Student Holdings NFP d/b/a RezLaundry (RL)**  
And **Customer**

This Agreement will take effect September 23rd, 2019 and will terminate on December 13th, 2019. Under its terms, RezLaundry and customer agree to the following:

### **CANCELLATION POLICY**

1. Refund policy:
  - a. Customer will receive a full refund if they contact RezLaundry about cancellation of the entire subscription one week before the time of their first pick up.
    - i. If the customer does not inform RezLaundry about cancellation or cancel less than one week before pickup is scheduled (11am on day of pickup), a fee of \$50.00 will be deducted from the refund amount.

### **PICK-UP AND DROP-OFF SERVICE GUIDELINES**

2. Customer must leave bag in specified area (given in customer guide) of dorm at 11am on day of pick-up.
  - a. If customer bag is not present at the time of pick up (11am):
    - i. It is the responsibility of the customer to inform RezLaundry that they were unable to leave bag, at least 24 hours before 11am on the day of pick-up.
    - ii. In this case, RezLaundry will allow double the weight of laundry for the following week of service. This means that 30lbs of laundry will be collected from a customer who did not leave their laundry bag out the previous week and informed RezLaundry according to 1(a)(i).
3. RezLaundry will return bags of clean laundry the following day between 4pm and 5pm.
  - a. If RezLaundry fails to deliver bag by 5pm, customer will be refunded \$15.00.
4. Customer agrees to have laundry bag picked up from and delivered to designated locations. RezLaundry is only liable from time period beginning at time of scanning in of unique customer code via QR code scanning system at pick-up and ending at time of scanning out at drop-off the following day before 5pm.
  - a. It is the customer's responsibility to keep track of the safety of their bag until RezLaundry scans their code in at pick-up and after RezLaundry scans their code out at drop-off.
  - b. RezLaundry will track liability through scanning system at every key point of operations:
    - i. Time of laundry bag pick-up at designated pick-up/drop-off location.

- ii. Time of unloading of laundry bag from RezLaundry transportation to storage location.
    - iii. Time of transfer of laundry bag from storage location to laundry service provider, Bubbleland Laundry.
    - iv. Time of transfer of laundry bag from Bubbleland Laundry to RezLaundry at storage location, on the following day.
    - v. Time of loading of laundry bag into RezLaundry transportation at storage location.
    - vi. Time of laundry bag drop-off at designated pick-up/drop-off location.
  - c. Please see designated locations for pick-up and drop-off in customer guide.
5. Customers must be able to tightly close drawstring of laundry bag, as to prevent clothes from slipping out and being lost.
- a. If unable to fully close drawstring, customer must remove clothing items in order to ensure bag is closed securely.
  - b. If RezLaundry receives a laundry bag from customer with drawstring not fully closed, RezLaundry will notify customer and will not pick up the laundry bag.

## **LAUNDRY SERVICE GUIDELINES**

6. Customers must ensure each week's worth of laundry weighs 15lbs or less.
- a. RezLaundry provides guide for what clothes and what quantities of clothes add up to 15lbs, however reminds customers that recommendation table in Appendix 1 is only an estimate, and customer is ultimately responsible for adhering to weight limit.
  - b. RezLaundry weighs laundry bags at storage space after pick-up and before drop-off, and tracks the weight of each customer's laundry bag.
  - c. If there is a discrepancy in the weight of any bag between third party weight measurement or customer weight measurement, weight measured by RezLaundry managers in store shall stand.
  - d. If laundry bag exceeds 15lbs at time of weigh-in after pick-up, customer will incur an additional fee of \$1.50 per pound that exceeds 15lbs.
7. RezLaundry offers detergent options for laundry services
- a. Detergent options offered:
    - i. Regular detergent, scented.
    - ii. Hypoallergenic detergent, unscented.
    - iii. Use Fabric Softener
    - iv. Do not use Fabric Softener
  - b. It is the responsibility of the customer to select their detergent preferences through customer preferences Google Form sent out.

- c. If no detergent preferences are selected, default regular detergent option is selected, and RezLaundry will not be liable for any damages or injury due to detergent type.
  - d. If customer wishes to update laundry preferences after filling out Google Form, they must email [rezlaundry@studentholdings.org](mailto:rezlaundry@studentholdings.org) with their updated preferences.
- 8. Customer laundry is washed in cold water, and not combined with other customers' laundry. Light clothes and dark clothes are separated. All clothes are dried on low heat.
  - a. RezLaundry recommends customers not to include any clothes that are susceptible to shrinkage and/or color bleeding.
    - i. If laundry service provider determines that a garment shows susceptibility to color-bleeding and/or shrinkage, garment will not be washed, and RezLaundry will return garment unwashed. If the garment is not washed, it will be returned to the customer with a note.
      - 1. RezLaundry recommends that new clothes should be washed prior to using RezLaundry service as to rinse out any loose or unstable dyes.
      - 2. RezLaundry recommends that garments made of natural fabrics like cotton, wool, and linen are more prone to shrinkage due to consolidation than with synthetic fibers like polyester, acrylic, and nylon.
  - b. RezLaundry will not be responsible for any color-bleeding and/or garment shrinkage issues.
- 9. If customer is not satisfied with the quality of service, RezLaundry encourages a customer to email complaint to [rezlaundry@studentholdings.org](mailto:rezlaundry@studentholdings.org) 24 hours after laundry bag is received.
  - a. Customer should contact RezLaundry with the following information:
    - i. List of clothing item(s)
    - ii. Nature of complaint(s)
    - iii. Image(s) of clothing item(s)
  - b. After RezLaundry investigates into nature of complaint and determines that:
    - i. Item was not washed properly, RezLaundry will work with the customer to determine if garment(s) can be re-washed. RezLaundry will give customer the opportunity to put that piece of clothing into next week's load, and the weight of that item will be excluded from the 15lbs max limit.
      - 1. If washed for the second time, and still not clean, RezLaundry will inform customer that the garment(s) needs further specialized care that RezLaundry cannot offer
    - ii. Garment(s) requires specialized care, RezLaundry will recommend for the customer to seek external specialized services that RezLaundry cannot offer

10. RezLaundry allows for special requests from customers.
  - a. Special requests week-to-week must be written in detail on a piece of paper and placed into laundry bag with clothes. Please note that not all special requests can be granted, and will be reviewed on a case-by-case basis. RezLaundry will inform customer of any special request rejection.

## **LOST / DAMAGED ITEMS GUIDELINES**

11. RezLaundry is not liable for any items in the pockets of a garment(s) or item(s) left in the bag. This includes:
  - a. Damages to a garment(s) that are the result of an item(s) left in clothing or bag
  - b. Damages to the item(s) left in clothing or bag
12. If RezLaundry loses customer laundry bag in its entirety, the customer is entitled to a maximum reimbursement of \$500.00 that is considered sufficient for replacement of all clothes inside the bag.
13. If a garment(s) is lost or damaged while in the care of RezLaundry, RezLaundry will work with the customer to determine:
  - a. If garment(s) can be repaired or restored to good condition, refer to item 8(b)(i).
  - b. If garment(s) is permanently damaged due to item left in pocket / laundry bag by the customer, refer to item 11.
  - c. If garment(s) is permanently damaged, and is determined by RezLaundry that the damage was a direct result of RezLaundry's cleaning and laundry process, RezLaundry will reimburse the customer for the item of clothing, according to IFI standards. IFI standards and maximum reimbursement rates are outlined in Appendix 2.
  - d. All reimbursements will be given at the discretion of RezLaundry managers.

## APPENDIX 1

<b>15lbs (approx.)</b>
3 pairs of Jeans
2 button-down shirts
2 pairs of shorts
5 t-shirts
9 pairs of underwear
2 towels
7 pairs of socks

## APPENDIX 2a (IFI)

**Table I Textile Life Expectancy Rates in Years**

<u>MEN'S AND WOMEN'S WEAR</u>			
1. Bathing Suit	2	20. Trousers, Slacks & Shorts	
2. Blouses, (Dress and Sports)		wool or wool blends	4
white cotton	3	cotton blends	2
coloured, cotton, silk & synthetic	2	21. Underwear	
3. Choir & Religious Robe	5	socks	1
4. Coats, Jackets and Blazers		foundation garments	1
cloth (dress and sport)	4	underpants	1
pile	3	lingerie	2
fur (imitation)	3	22. Vests	2
leather and suede	5	23. Windjackets (see #14)	
imitation suede	3	24. Work Uniforms	1
wool	4		
cotton and blends	3	<u>CHILDREN'S WEAR</u>	
plastics	2	1. Coats & baby sets	2
flocked or coated	2	2. Dresses	2
5. Denim		3. Suits	2
jackets	3	4. Playclothes	1
jeans or skirts	2		
bleached or stonewashed	3	<u>LEATHER, SUEDE AND FUR</u>	
6. Dresses		1. Coats	
casuals	1	fur	10
fancy	2	leather	5
evening	3	suede	4
high fashion	2	2. Dresses	
imitation suede	3	leather	4
wedding (See Section 6)		suede	3
7. Dressing Gowns		3. Fur Hats	5
wool	3	4. Gloves	
lightweight	1	leather	3
quilted and heavy	3	suede	2
silk	2	fur	4
other	2	5. Skirts	
8. Formal Wear	5	leather	5
9. Gloves		suede	4
fabric	1	6. Trousers, Slacks & Shorts	
leather	3	leather	5
10. Hats		suede	3
felt and straw	2	fur	5
fur	5	7. Vests	5
fabric	2		
11. Jumpers and cardigans		<u>HOUSEHOLD FURNISHINGS</u>	
wool	4	1. Bedspreads	3
wool blends	3	2. Blankets	
synthetics	3	heavy wool	10
12. Neckties	1	lightweight	5
13. Plastics Apparel	2	electric	5
14. Rainwear and Windbreakers (Anoraks)		synthetic	5
film and plastics coated	2	cotton	3
fabric	3	3. Curtains and Draperies	
rubber (wash only) and plastic	3	sheer	3
15. Scarves	2	glass fibre	4
16. Shirts		lined or coated	5
plain	2	unlined	4
wool or silk	2	linings	4
casual cotton blend	3	4. Eiderdowns & Continental Quilts	5
other	2	5. Sheets and Pillow Cases	2
17. Ski Jackets		6. Slipcovers	3
fabric	3	7. Table Linen	
quilted	2	linen	5
rubber and plastic	2	cotton blend	3
18. Skirts		others	2
wool	4	8. Towels	2
cotton	2	9. Upholstery fabrics	
leather	5	woollen lounge covers	5
other	2	fabric	5
19. Suits		vinyl	2
summer weight	3	leather	10
wool or wool blends	3	10. Woollen Underlays	5
cotton and synthetic	2		
winter weight wool	4		
wash suits	2		
imitation suede	2		

**TABLE II**

Life Expectancy Rating of Article (from Table I)						Adjustment Values		
1	2	3	4	5	10	% of Replacement Cost		
Age of Article in Months					Age in Years	Excellent	Average	Poor
0 to 4	0 to 4	0 to 4	0 to 4	0 to 4	0 to 1 year	100%	100%	100%
4 to 7	4 to 7	4 to 10	4 to 13	4 to 16	1 to 4 years	75%	75%	60%
7 to 9	7 to 13	10 to 19	13 to 25	16 to 31	4 to 6 years	70%	60%	45%
9 to 11	13 to 19	19 to 28	25 to 37	31 to 46	6 to 8 years	50%	40%	30%
11 to 13	19 to 25	28 to 37	37 to 49	46 to 61	8 to 11 years	30%	20%	15%
13 months & older	25 months & older	37 months & older	49 months & older	61 months & older	11 years & older	20%	15%	10%

Note: Ages are given to, but not including the 1st day of the month of the year shown.

### STEP BY STEP USE OF TABLES

- 1) Determine and cost of replacing the article. (See Section 6, Paragraph D.) This is the replacement cost.
- 2) Determine the Actual Age of the article in months (in years for "ten year" items.)
- 3) Determine the condition of the article as Excellent, Average or Poor. (See Paragraph E.)
- 4) Select from Table I the Life Expectancy rating of the article.
- 5) Refer to the top of the column in Table II which shows the Life Expectancy rating selected in Step 4. Read down this column to the box showing the Actual Age and across to the Adjustment Value.
- 6) In Table II select the box under "Adjustment Values" which applies, according to condition of the article.
- 7) Multiply the percent figure given in Table II by the Replacement Cost figure determined in Step 1. This will be the Adjustment Value.

### EXAMPLES

**Example 1 - High fashion cocktail dress.**

Replacement cost	-	\$200.00
Life Expectancy	-	3 Years
Actual Age	-	30 months (Table II)
Condition	-	Excellent
Adjustment Value	-	30% or \$60.00 (Table II)

**Example 2 - Man's leather coat**

Replacement cost	-	\$200.00
Life Expectancy	-	5 years
Actual Age	-	5 months
Condition	-	Excellent
Adjustment Value	-	75% or \$135.00

**Example 3 - Man's wool slacks**

Replacement cost	-	\$35.00
Life Expectancy	-	3 years
Actual Age	-	60 months
Condition	-	Poor
Adjustment Value	-	10% or \$3.50

**Example 4 - Custom Made, lined draperies**

Replacement cost	-	\$1000.00
Life Expectancy	-	5 years
Actual Age	-	48 months
Condition	-	Average
Adjustment Value	-	20% or \$200.00

**APPENDIX 2b (Insurance Table)**

<b>Maximum Reimbursement Rates</b>	
<b>Garment</b>	<b>Reimbursement</b>
2 socks (1 pair)	\$6.00
Athletic shorts	\$25.00
Blouse	\$30.00
Boxers (underwear)	\$12.00
Bra	\$25.00
Dress/Capri Pants	\$25.00
Hoodie	\$45.00
Jeans	\$40.00
Leggings	\$20.00
Panty	\$10.00
PJ Pants	\$20.00
Polo T-shirt	\$35.00
Button-down Shirt	\$40.00
Shorts	\$30.00
Sweater	\$40.00
Sweatpants	\$25.00
T-shirt	\$15.00
Tank top/undershirt	\$10.00
Towel	\$16.00
Velvet sweatpants	\$30.00
Bedsheet	\$20.00