

Sheldon Cleaners Company Policy

Coupons: *All coupons must accompany order at the time of drop off.* We do not accept competitor coupons. Coupons are not valid with other discounts or specials and are subject to restrictions.

Detained garments: *We reserve the right to detain a garment for further treatment,* possibly delaying its return. Full payment is required for a delayed garment. Additional garments found in the order after drop off will be invoiced and processed. No partial payments, split payments on orders or layaways. We accept cash, checks, credit cards, Sheldon gift certificates and Sheldon gift cards as payment. No change, credit or refunds on gift certificates, checks or credits. Order must be paid in full either at time of drop off or pick up.

Spots: *We do not guarantee removal of all stains and spots.* Circumstances beyond our control may prevent us from successfully removing some stains and spots. Payment is required even when a stain cannot be completely removed. A release may be required for further attempts.

Wash & Fold Policy: The Wash & Fold bag must be completely cinched and closed, to qualify for the single bag price. If garments can not fit in the original bag, an overflow bag will be used and charged for an additional \$5. Items not able to be washed and/or dried according to their care label, such as hand wash, hang dry, etc. will be processed through the plant and given a 20% discount off the garment's invoice price. Any wash and folds that contain hazardous material such as vomit, feces, urine or other bodily fluids, will be charged an extra \$5.

Laundered Shirts: 10th laundered shirt is free with 9 regularly priced laundered shirts on the same visit. Dry-clean shirts and blouses, do not qualify for the 10th shirt free. *A laundered shirt is 100% cotton or cotton-poly blend button front "Arrow-style" dress shirt, long or short sleeved.* We reserve the right to re-categorize and invoice the correct price on any item mis-designated at drop off. Shirts may shrink. Recommend no starch on dark shirts.

Valuables: We are not responsible for anything left in pockets or on/with garments, such as jewelry, pins, etc.

One Year Hold: We are responsible to keep orders only up to one year after date of drop off, in accordance to Michigan Law.

Buttons & Trims: Novelty and designer buttons and trims are processed according to the garment manufacturer care label. We are not responsible for unexpected outcomes on these buttons and trims after routine processing according to the care label, but we will attempt to provide a functional replacement. There is an extra charge to remove buttons and trims prior to cleaning and to reattach them afterwards. Replacements will be limited to a simple style that may not match the original, especially in the case of designer and novelty trims. Our obligation is to provide a functional replacement, limited to \$20 per garment.

Garment Analysis: We are not liable for problems due to manufacturers error, consumer use (including normal wear and tear, elbow wear, invisible stains, etc.) faulty or missing care labels, hand-made articles and we do not pay claims for these problems. We offer professional in-house analysis on a garment upon customer request after payment of order. We will offer further textile analysis in the laboratories of the Drycleaning and Laundry Institute for a \$40.00 charge, refundable to the customer if we are found at fault. Both parties will agree to accept the Institute's determination as the final word. All claims must be submitted within 48 hours of pickup. No claims will be accepted on garments that have been worn after processing. Any settlement is based on the original purchase receipt and is prorated according to the National Fair Claims Guide.

The 1972 Care Label Rule: Sheldon Cleaners processes each garment according to the manufacturer's care label pursuant to the 1972 Care Label Rule of the Federal Trade Commission. The manufacturers care label is required to provide proper garment care methods. If any adverse outcome occurs from processing according to the care label, we will not accept responsibility. Some garments may require customer's release before processing. We are not responsible for the outcomes on handmade, homemade, antique or heirloom items. *We reserve the right to refuse any garment.*