

# TERMS AND CONDITIONS

By placing your items in an Alfred locker or with a concierge in an Alfred-serviced building, you agree to the following:

## MINIMUM ORDER SIZE

There is currently no minimum order size for dry cleaning. However, this may change in the future.

## NON-PAYMENT

Orders that have not been paid for within 30 days of the pickup date will be considered abandoned and all property will be donated to a local registered charity.

## DAMAGED PROPERTY

Alfred follows the highest standards and policies set forth by the Fabricare Industry. We exercise the utmost care in cleaning and processing garments entrusted to us and use such processes, which in our opinion, are best suited to the nature and conditions of each individual garment. Nevertheless, we cannot assume responsibility for inherent weaknesses or defects in materials, which may result in tears or development of small holes in fabric, that are not readily apparent prior to processing. We cannot guarantee against color loss, color bleeding, and shrinkage; or against damage to weak and tender fabrics; or against damage to ancillary items such as belts, buttons, beads, ties or zipper pulls. Alfred's liability with respect to any damaged items shall not exceed ten (10) times our charge for cleaning that garment, regardless of brand or condition.

Any damaged items must be reported and returned to Alfred for inspection within 5 business days.

## LOST ITEMS

Any lost items must be reported within 5 business days. Alfred makes its best reasonable effort to track every item that we process and will review all lost items claims on a case-by-case basis. Any items determined to have been lost by Alfred will be reimbursed in accordance with the International Fabricare Fair Claims Guide and shall not exceed ten (10) times our charge for cleaning that garment, regardless of brand or condition.

When leaving items in lockers, please ensure that your locker has been correctly closed and locked. Alfred is not responsible for any loss or damage resulting from a failure to properly lock the locker.

For package delivery service, Alfred's maximum liability will be \$100.

## LOOSE ITEMS

Although we try as hard as possible to track such items, we are not responsible for loose items such as jewelry, watches, cash, detachable buttons, cufflinks, belts, brooches, stings, laces, hoods or loose items on garments, etc. We request that customers remove these items and empty pockets prior to leaving items with us as we cannot be held responsible for damage to your garments from items left in pockets (lipstick, gum, pens, etc.).

## PERSONAL PROPERTY

Any personal property placed in an Alfred locker that appears to have value will be removed by Alfred and stored for 30 days. If items are unclaimed after 30 days, all property will be donated to a local registered charity.

## BARCODES

Alfred will adhere a permanent barcode to your garments in an inconspicuous location. These barcodes are very important in helping us track your garments so that items are not lost, and to ensure you are billed consistently every time. Unfortunately we cannot accommodate requests to not adhere barcodes.

## TURNAROUND TIME

Service days and turnaround time vary by location. Alfred will make its best reasonable effort to return clothes within 48 hours of drop off, however, we do not guarantee turnaround times and assume no responsibility for any damages that may occur due to a delay in service.