

FreshFold Lock Haven - Customer Service Agreement Packet

Special Instructions & Acknowledgment Form

Please complete this form to ensure your laundry is handled with care. This also serves as your agreement to our service policies.

Full Name:

Phone Number:

Email Address:

Pickup Address:

Preferred Pickup Date & Time:

Allergies or Detergent Preferences:

Special Instructions (e.g. air dry, color separation):

Pickup Instructions (e.g. porch, handoff):

Subscription Plan (Weekly, Monthly, One-Time):

Approve photos for tracking and confirmation? (Yes/No):

Acknowledge biohazard & excessive dirt fees apply? (Yes/No):

Additional Notes:

Customer Acknowledgment

By signing below, I confirm that the above information is accurate and I agree to all terms listed in this document. I understand that FreshFold Lock Haven is not responsible for laundry after delivery confirmation. Any special care instructions not listed are subject to standard sorting (whites with whites, colors with colors).

Signature: _____

Date: _____

Terms & Conditions

1. Laundry is charged by the pound: \$0.90/lb next day, \$1.50/lb same day. Minimum charge: 10 lbs.
2. Heavy soiling, bodily fluids, feces, or biohazard laundry will incur a \$0.40/lb surcharge.
3. Subscription Plans: \$40/week (up to 45 lbs), \$120/month (up to 40 lbs/week). Overages charged at \$1.25/lb.
4. Hypoallergenic or fragrance-free detergent is available for an additional \$2.00 per 20 lbs.
5. Air dry or special handling requests are not eligible for same-day delivery and will incur an additional \$0.30/lb.
6. Laundry must be placed in a 13-30 gallon clean bag and left at designated pickup spot or handed off to driver.
7. Photo documentation of weight and condition is provided. We are not liable for items after delivery confirmation.
8. Payment is due at pickup or drop-off. We accept cash, credit/debit cards.
9. Customers are responsible for informing us of allergies and any care instructions in writing.
10. Failure to follow pickup instructions may delay service.

Privacy Policy

FreshFold Lock Haven collects only necessary customer data (name, phone number, address, email, laundry preferences) to provide our services effectively. We do not share personal data with third parties. Your information is stored securely and used solely for scheduling, customer service, and service fulfillment. By using our services, you agree to these terms. You may contact us at any time to update or delete your data.