



# Hakuyosha

CLEAN LIVING



SINCE 1906

# 24/7 DRY CLEANING & LAUNDRY

## FAQs

Simple, secure and convenient. Anytime access for a busy world!

### I'd like to cut the hassle and time it takes to do dry cleaning. How do I get started?

Get started by texting **808.201.2122** ("808" area code required) the word "CREATE" with your name and email address—or by downloading the Hakuyosha mobile app from  . Place orders by simply texting your locker number to **808.201.2122** ("808" area code required), or, by using our mobile app. You can also easily sign up, order, ask questions and send feedback at [hakuyosha.com](http://hakuyosha.com), or by emailing us at [lockers@hakuyosha.com](mailto:lockers@hakuyosha.com).

### Is it safe?

Yes. The care and security of your garments and personal information is our utmost priority. Our locker service hardware/software is proven and trusted worldwide for years.

### Are there any added fees for Hakuyosha 24/7 locker service? Higher Pricing?

No and No. Pick-up and Delivery is free. Pricing is the same as at our traditional store locations.

### Do I have my own locker?

No. Drop off your garments in any available locker and lock it with any 4-digit code. After successfully placing your order we notify you by text and /or email when it's ready, with the locker number and 4-digit access code.

### How do I make a payment?

After signing up you'll be asked to provide cleaning preferences and also credit/debit card information. After placing an order you'll be notified by text and/or email that we've received your cleaning items. You can preview the bill at that time. We charge your credit/debit card for the final bill amount only after your freshly cleaned garments are ready for pick-up. Payment is processed automatically through the secure network of First Hawaiian Bank. Please keep your information current and the credit/debit card active.

### How does Hakuyosha know I've dropped off my cleaning?

We check lockers Mon. – Sat., but you can drop off and pick up anytime, 24/7. We begin processing orders by scanning your personal ID tag, which you'll find attached to the complimentary laundry bag included when picking up your first order. Kindly use this ID bag/tag when dropping off your subsequent orders.

### How do I know when my order's ready?

You'll be notified by text and/or email with the locker number and 4-digit access code. Typical turnaround time is 3 business days. (Special attention items may require extra time and incur additional charges.)

### What if something needs special attention or I have other specific requests?

You can add specific care instructions and other special requests when placing your orders. We apply your preferences every time when handling your garments. When there's a discrepancy between your care instructions and the manufacturer's care label we'll let you know.

### What about oversized, household or other especially bulky items?

Please take your oversized, household or other especially bulky items to our Hakuyosha store across the street at the Executive Center, 1046 Bishop St., open Mon. – Fri., 7:00am – 6:30pm, Sat. 8:00am – 1:00pm, Ph: (808) 523-1995. We can best service these items at any of our conveniently located Hakuyosha stores.

### Can I place my cleaning order outside regular business hours?

Yes. Place orders, drop off, pick up, anytime, 24/7.

### What if I need Same Day or Next Day Service?

Please take your Same Day and Next Day items to our Hakuyosha store across the street at the Executive Center, 1046 Bishop St., open Mon. – Fri., 7:00am – 6:30pm, Sat. 8:00am – 1:00pm, Ph: (808) 523-1995. We can best meet your urgent needs at any of our conveniently located Hakuyosha stores.

### How do I get Hakuyosha 24/7 locker service at my condominium or office complex?

We'll make every effort to bring our professional dry cleaning and laundry 24/7 lockers to your living or work location. We also service qualified residential and commercial tower/complexes that feature a full-time Concierge and secure storage room, in lieu of lockers.

#### WARNING:

Lockers for exclusive use by Hakuyosha Clean Living customers for drop-off and pick-up of personal drycleaning and laundry items only.

#### Main Office and Plant

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