

Hakuyosha

CLEAN LIVING

June 15, 2017

Terms and Conditions

By placing your items in a Hakuyosha CLEAN LIVING locker, you agree to the following:

Minimum Order Size

No minimum order size for dry cleaning.

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 charity.

Unclaimed items

All property once returned to a locker must be removed from the locker within 48 hours. Unless otherwise instructed by the Customer, cleaned items not claimed after 5 days following email and/or text notification to Customer that order is delivered and ready for pick-up (Locker # and 4-digit access code) will be removed from the designated locker(s) and taken back to and stored at our Main Office (220 Puuhale Rd. Honolulu, HI 96819). Any property not claimed within 30 days of the original pick up date will be donated to charity, unless Customer leaves specific instructions to the contrary.

Damaged Property

Hakuyosha CLEAN LIVING follows the standards and policies set forth by the Fabricare Industry and the International Fabricare Institute. 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. Hakuyosha CLEAN LIVING'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 via email to lockers@laundrylocker.com and returned to our Main Office and Plant for inspection within 5 business days.

Lost Items

Lost items must be reported via email within 5 business days. We make our best and most 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 us 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. Items will be considered lost 30 days after the initial claim is filed.

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

When using our lockers, or ala Concierge residential or commercial services, we are not responsible for your items before they are picked up or after they are delivered back to a locker. Customer bears responsibility to ensure the safety of his/her items during that pre-pick-up and post-delivery time period.

Loose Items

Although, we try as hard as possible track such items, we are not responsible for loose items such as jewelry, watches, cash, detachable buttons, cufflinks, belts, broaches, stings, laces, hoods or loose items on garments, hangers, 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 a Hakuyosha CLEAN LIVING locker that appears to have value will be removed and stored for 30 days. If items are unclaimed after 30 days, all property will be donated to charity.

Barcodes

Hakuyosha CLEAN LIVING will adhere by heat press 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 with consistency.

Turnaround Time

Service days and turnaround time vary by location and special events known and yet undiscovered

beyond our control. We will make our best and most reasonable effort to adhere to our regular service schedule--three business days. Nevertheless, we cannot unconditionally guarantee turnaround times and cannot assume responsibility for any inconvenience or other damage that may occur due to a delay.

Prices

All our dry cleaning and laundry prices are subject to change without prior notice. The current prices supersede any and all previous promotional literature, postings, e-mail or other communications.

Mahalo for choosing Hakuyosha CLEAN LIVING Locker Service. We look forward to serving you soon.