

Grapevine Laundry and Linens Student Laundry Information



Don't let your laundry take over your life! Let Grapevine put your laundry in its place. Take advantage of one of Grapevine Laundries student wash and fold laundry plans available by semester (14 weeks).

The following list below is approximately 10 pounds of laundry:

- 2 pairs of men's jeans
- 2 pair of men's dress pants
- 2 short sleeve golf/polo shirts
- 1 long sleeve shirt
- 1 short sleeve shirt
- 3 pair of under garments
- 3 pair of socks

10 pounds each week minimum charge for 14 weeks \$ 280.00

15 Pounds each week minimum charge for 14 weeks \$367.00

20 Pounds each week minimum charge for 14 weeks \$415.00

25 Pounds each week minimum charge for 14 weeks \$450.00

Drop Off Dirty Laundry Bags

Campus drop locations are located outside your residence hall with convenient drop times, it's easy to drop your laundry bag.

Fill Your Bags with Dirty Clothes



Dry Cleaning or Wash and Fold

Two bags for two types of cleaning; use the colorful bag for anything you'd put in a machine, and the black bag dry cleaning or for anything you want pressed and returned on a hanger

Pick Up Clean

We'll be there, in the same convenient location you dropped them off.



Terms & Conditions

Wash and Fold: Laundry Bag (any bag that is NOT black) contents are washed, dried, folded, packaged, & returned in a laundry bag. Medium/dark colors are washed in cold and whites in warm; all clothes are dried on medium heat. Grapevine Laundry attempts to return all misplaced garments, however, we are not responsible for damages to non-washable clothing received in any bags other than BLACK. **No Sharing of Wash and Fold Plans.** Grapevine Laundry gives one warning; the second time Grapevine Laundry cancels the plan with NO REFUND. Although Grapevine Laundry attempts to check all laundry and pockets for foreign objects, we are not responsible for damage to clothing or to the foreign object resulting from the laundering process. Objects found are returned to the customer.

DRY CLEANING: Each piece is dry cleaned or laundered according to garment care labels and accepted industry practice. **Contents submitted in the BLACK bags are dry cleaned, pressed, packaged & returned on hangers or in the dry cleaning bag.** No refunds are given for unused preload balances. Dry Cleaning prices are not part of the wash and fold pricing package.

CHARGES: Wash and Fold service is offered for purchase in semester or annual plans. Plan options include 10, 15, 20 or 25 pounds weekly provisions with excess charged at \$2.49 per pound. Each use is a minimum of 10 lbs. Students who do not use wash and fold service for one week can use double pounds for the following week, totaling 2 weeks only. Use of wash and fold service without a current plan constitutes a purchase of a pro-rated semester plan and will be, at minimum, subject to use charges (\$2.49 per pound). Wash and Fold Service is only available with selection of a service plan. **Dry cleaned items are charged weekly, by the piece and are not part of the wash and fold pricing package.**

PAYMENT/DELINQUENT ACCOUNTS: Account balances are charged weekly to the Credit Card given at registration. Invalid cards require prompt payment or late fees apply until balance is current. 15-day overdue accounts may result in the withholding of clothes until bill is paid in full. Grapevine Laundry notifies credit bureaus for all delinquent accounts.

SERVICE CHANGES/NOTIFICATIONS & ACCOUNT INFORMATION: Grapevine Laundry may need to adjust service hours, locations, or pricing on items to be dry cleaned. Notification to students and/or parents occurs via email, phone or US postal service. **Registrants are responsible for the accuracy of account information on file**, including but not limited to student's current phone number, permanent home address, phone and email address. Grapevine Laundry is not responsible for missed notifications or invalid contact information.

PICKUP & DELIVERY: Grapevine Laundry is not responsible for laundry/dry cleaning once it leaves our possession, before pickup or after delivery. *Your garments will only be released to you once you have shown a valid form of identification such as a student I.D or Government photo ID.*

REPORTING: All claims (including missing/damaged items) must be reported within **48 hours of delivery**. Grapevine Laundry cannot guarantee against color loss, bleeding, and shrinkage when following manufacturer's care instructions. Grapevine Laundry cannot guarantee removal of existing stains even though we take additional steps to remove stains that are identified prior to processing. Grapevine Laundry will return items from pockets, but are not responsible for items left in clothing that may cause damage or be damaged during the laundering process. The customer agrees that refunds or credits when Grapevine Laundry is responsible for a loss or damage will be calculated based on the value of the damaged garment and will be prorated and paid out per the association of professional drycleaners and launderers claims adjustment criteria in the form of an account credit or in the form of US dollars not to exceed \$200.00 in value.

CREDIT: Damage and complimentary credits expire at end of the academic school year. Gift certificates expire the earlier date on the Gift Certificate or end of the academic year. **CHANGE OF SERVICE** credits expire at end of original service term. Overpayments post as credits to account and remain until a refund has been requested by the customer in writing at 2826 State Street, Erie PA 16508.

CANCELATION or CHANGE IN SERVICE: Service Plans are cancelled or changed **ONLY** by submitting a completed **Change in Service Form and by sending it** to 2826 State Street, Erie PA 16508 via email, or US postal service. Under no circumstances will changes to your account be processed at the truck locations or by phone. Parents and or Students are responsible for communicating any changes directly to Grapevine Laundry.

REFUND POLICY: If you are not satisfied you may cancel during the first **30 days (Trial Period)** for a prorated credit or refund, less a \$25 cancellation fee. Prorating begins the date a completed **Change in Service Form** is received at 2826 State Street, Erie PA 16508 or via fax, mail or email. The Trial Period begins when service is requested or classes start. Students are not refunded for under-usage of services from prior weeks. No refunds are issued after the 30 days but wash and fold laundry payments may convert to dry cleaning credits valid for 1 year for the signed contract date. If a customer cancels service on or before start date and has not received a laundry bag, a full refund is issued.

Name of Customer:

Service Customer Name: _____ Date: _____

Service Customer Signature: _____ Date: _____

Service Address: _____

City: _____ State: _____ Zip code: _____

College or University campus: _____

Payment information:

Name as it appears on the card; _____

Signature: _____

Card Number: _____

Expiration Date: _____

Billing Address; _____ Billing Zip Code: _____

Billing City: _____

Billing State: _____

Service Plan dollar amount to be purchased: _____