

Vail Cleaners & Tailor Terms and Conditions

By placing your items in a Vail Cleaners & Tailor pickup & delivery, leaving your items at a Vail Cleaners & Tailor location, or by using our website/app, you agree to the following terms and conditions:

Unpaid Orders:

Orders that have not been paid for within 30 days of the pickup date will be considered abandoned and donated.

Order Claims:

An order claim is created when a customer submits their order through the Vail Cleaners & Tailor app (CleanCloud).

Damaged Property:

To be considered for reimbursement or refund, any damaged items must be reported to Vail Cleaners & Tailor within seven business days of your order being delivered. If a damaged item is reported after seven business days, Vail Cleaners & Tailor will not be liable for the damaged item.

Vail Cleaners & Tailor 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 garment. Nevertheless, we cannot assume responsibility for inherent weaknesses or defects in materials which may result in tears or development of small holes in the fabric that are not readily apparent before 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. To be considered for reimbursement or a refund, any damaged items must be reported and returned to Vail Cleaners & Tailor for inspection within seven business days of delivery. If a damaged item is reported after seven business days, Vail Cleaners & Tailor will not be liable for the damaged item.

Vail Cleaners & Tailor's liability with respect to any damaged items may be reimbursed as follows:

Dry Cleaning: the current value of the item or up to 15 (fifteen) times the cost of cleaning the item (if purchased within the past year), whichever is less will be reimbursed. No more than \$250 per item will be reimbursed.

Wash and Fold: the value of the item up to \$50, but no more than \$250 per order will be reimbursed.

If proof of purchase or comparable link to an item cannot be provided upon request, the customer will only be considered for a Vail Cleaners & Tailor credit, up to \$125. Reimbursements may be provided in credits, refunds, or cash payouts (check) and will be determined by Vail Cleaners & Tailor. For our shoe care services, Vail Cleaners & Tailor' maximum liability will be \$50 per item. For all other services, including dry cleaning and laundry, Vail Cleaners & Tailor' maximum liability will be \$250 per item.

Lost Items:

To be considered for reimbursement or refund, any lost items must be reported to Vail Cleaners & Tailor within seven business days of your order being delivered. If a lost item is reported after seven business days, Vail Cleaners & Tailor will take the necessary steps to locate your item but will not be liable for the lost item.

Vail Cleaners & Tailor makes its best reasonable effort to track every item that is processed and will review all lost item claims on a case by case basis. Any items determined to have been lost by Vail Cleaners & Tailor will be reimbursed in accordance with the International Fabricare Fair Claims Guide and shall not exceed twenty times the cost of cleaning the item, whichever is less will be reimbursed.

Vail Cleaners & Tailor' liability with respect to any lost items may be reimbursed as follows:

Dry Cleaning: the current value of the item or up to twenty times the cost of cleaning the item (if purchased within the past year), whichever is less will be reimbursed. No more than \$250 per item will be reimbursed.

Wash and Fold: the value of the item up to \$50, but no more than \$250 per order will be reimbursed.

If proof of purchase or comparable link to an item cannot be provided upon request, the customer will only be considered for a Vail Cleaners & Tailor credit, up to \$125. Reimbursements may be provided in credits, refunds, or cash payouts (check) and will be determined by Vail Cleaners & Tailor. For our shoe care services, Vail Cleaners & Tailor' maximum liability will be \$50 per item. For all other services, including dry cleaning and laundry, Vail Cleaners & Tailor' maximum liability will be \$250 per item.

Shipping:

Vail Cleaners & Tailor is not responsible for any orders that are left behind. If an order needs to be shipped elsewhere, there is a \$25 fee, in addition to shipping costs. These charges will be applied to the customer's account before the order is shipped. Vail Cleaners & Tailor will provide an estimated shipping cost to customer before shipping the item(s), and shipping will not proceed until payment has been accepted.

Loose Items:

Vail Cleaners & Tailor will attempt to account for loose items, however they are not responsible for loose items left in orders such as:

- Belts
- Jewelry
- Collar Stays
- Watches
- Cash
- Credit cards
- Detachable buttons
- Cufflinks
- Broaches
- Stings
- Laces
- Hoods
- Any loose items on garments, etc.

Customers must remove any loose items and empty pockets prior to leaving items with Vail Cleaners & Tailor. Vail Cleaners & Tailor will not be held responsible if these items are not returned. If a belt is lost, damaged or not returned with an order, Vail Cleaners & Tailor will only be responsible for the value of the belt, not the value of the garment that the belt belongs to. Vail Cleaners & Tailor will also not be held responsible for damage to your garments from items left in pockets (lipstick, gum, pens, etc.).

Turnaround Time:

Service days and turnaround time vary by location. Vail Cleaners & Tailor will make its best reasonable effort to return clothes within 72 hours of drop off, however, we do not guarantee turnaround times. If a customer requests same day service, Vail Cleaners & Tailor cannot guarantee an exact delivery time, but will put forth their best effort to return the order by 5 pm the same day as long as the customer brings articles of clothing by 9 am on the same day. In the event an order is delayed due to unforeseen circumstances, Vail Cleaners & Tailor will not be responsible for compensation or reimbursement if the customer purchases replacement items before the order is delivered.

Neglected Orders

All items that are not picked up from a box within 30 days of notification will be donated.