

CUSTOMER SERVICE AGREEMENT & SERVICE AUTHORIZATION

Effective Date: June 27, 2026

Vintage Ozark Laundry Service

A Registered DBA of Vintage Ozark Ventures LLC

Customer Information

Customer Name:

Service Address:

Mailing Address (If Different):

Primary Phone:

Secondary Phone:

Email Address:

Emergency Contact (Optional)

Name:

Relationship:

Phone Number:

Service Information

Service Type

- ☐ One-Time Service
- ☐ Weekly
- ☐ Bi-Weekly
- ☐ Monthly
- ☐ Vacation Rental
- ☐ Commercial
- ☐ Other

Preferred Pickup Day

Preferred Delivery Day

Preferred Pickup Window

Preferred Delivery Window

Laundry Preferences

- ☐ Standard Detergent
- ☐ Fragrance-Free
- ☐ Hypoallergenic
- ☐ Customer Supplied Detergent
- ☐ Air Dry Requested
- ☐ Hang Dry Requested
- ☐ Delicate Cycle
- ☐ Cold Water Only
- ☐ Other Special Instructions

Delivery Instructions

Customer Responsibilities

By signing this Agreement, I understand and agree that I am responsible for:

- Emptying all pockets before pickup.
- Removing valuables and personal property.
- Identifying specialty or delicate garments.
- Identifying valuable, vintage, designer, heirloom, or sentimental items before service.
- Providing accurate pickup and delivery instructions.
- Reviewing my completed order promptly after delivery.
- Promptly submit payment after receiving the final invoice so processing may begin without unnecessary delay.

Authorization

I authorize Vintage Ozark Laundry Service to pick up, transport, weigh, process, and deliver my laundry according to my requested preferences and the company's published policies. I understand that all reasonable care will be exercised while handling my laundry; however, laundry processing involves normal risks associated with fabric care.

Customer Acknowledgements

By signing below, I acknowledge that I have received access to, read, understand, and agree to the following company documents:

- ☐ Terms & Conditions
- ☐ Privacy Policy
- ☐ Liability Disclaimer & Release
- ☐ Damage Claims & Lost Item Policy
- ☐ Pickup & Delivery Policy
- ☐ Refund & Customer Satisfaction Policy
- ☐ Unclaimed Laundry Policy

I understand that these documents are incorporated into this Agreement by reference and govern the services provided by Vintage Ozark Laundry Service.

Communication Authorization

- ☐ I authorize Vintage Ozark Laundry Service to contact me regarding appointments, scheduling, delivery updates, billing, and customer service.
- ☐ I agree to receive text messages regarding my laundry service.
- ☐ I agree to receive email communications regarding my account.
- ☐ I would like to receive promotional offers and special announcements from Vintage Ozark Laundry Service.

(Checking the promotional communications box is optional and may be revoked at any time.)

Payment Authorization

For residential pickup and delivery orders, I understand that a **\$30 deposit is required before Vintage Ozark Laundry Service dispatches for my scheduled pickup.**

I understand that the deposit:

- Is credited toward my final laundry invoice.
- Is not an additional fee when I proceed with service.
- Becomes nonrefundable once Vintage Ozark Laundry Service has departed to perform my scheduled pickup.

I understand that residential pickup and delivery minimum orders are based on **actual driving distance from the applicable Vintage Ozark Laundry Service location:**

- **0–10 driving miles: \$30 minimum**
- **11–15 driving miles: \$60 minimum**
- **16–20 driving miles: \$100 minimum**

Service availability is based on actual driving distance and route availability.

After pickup, my laundry will be transported to the processing location and weighed using the Company's approved scale.

The final service charge will be calculated according to the current pricing schedule and the applicable minimum order.

The **\$30 deposit will be credited toward the final amount due.** If the laundry charge based on weight is less than the applicable minimum order, the applicable minimum order will apply.

I understand that any remaining balance must be paid before washing, drying, folding, stain treatment, packaging, or other laundry processing begins unless other payment arrangements have been approved in writing.

If payment is declined or unsuccessful, processing will not begin until payment is successfully completed.

If I cancel after Vintage Ozark Laundry Service has departed for pickup, or decline to proceed after my laundry has been picked up and weighed, I understand that the **\$30 deposit remains nonrefundable.**

I agree to pay for all services according to the current pricing schedule unless otherwise agreed in writing.

Agreement

This Agreement shall remain in effect until cancelled by either party unless otherwise stated in writing.

Either party may discontinue recurring service at any time by providing reasonable notice. Vintage Ozark Laundry Service reserves the right to refuse or discontinue service consistent with its published policies.

Governing Law

This Agreement shall be governed by the laws of the State of Missouri.

If any provision of this Agreement is determined to be unenforceable, the remaining provisions shall remain in full force and effect.

Customer Signature

I certify that the information provided is accurate and complete.

I acknowledge that I have read, understand, and agree to this Customer Service Agreement & Service Authorization and the company policies referenced herein.

Customer Name (Print):

Customer Signature:

Date:

Company Representative

Employee Name:

Signature:

Date:

Office Use Only

Customer Number: _____

Order Number: _____

Account Created: _____

Route Assigned: _____

Driver Assigned: _____

Notes: