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.
- Submitting payment promptly 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 scheduling deposit** is required before Vintage Ozark Laundry Service dispatches for my scheduled pickup.

The $30 scheduling deposit is credited toward my final laundry invoice and is not an additional fee when service proceeds as scheduled.

All residential pickup and delivery orders have a **$30 minimum order**.

The $30 scheduling deposit becomes nonrefundable once Vintage Ozark Laundry Service has departed to perform my scheduled pickup.

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.

If the calculated laundry charge is less than $30, the **$30 minimum order** will apply and the scheduling deposit will satisfy the full amount due.

If the calculated laundry charge exceeds $30, the scheduling deposit will be credited toward the total and I am responsible for paying the remaining balance.

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 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 scheduling deposit remains nonrefundable.

Standard residential pickup and delivery pricing is $2.25 per pound. Customers on an active standing weekly or biweekly pickup schedule qualify for the recurring-service rate of $2.10 per pound beginning with the first pickup on that recurring schedule. A normal vacation or one-time skipped pickup does not automatically cancel recurring status. If recurring service is discontinued, the standard rate applies to future one-time service until a standing weekly or biweekly schedule is restarted.

Standard pickup and delivery service is available within 20 actual driving miles of the applicable Vintage Ozark Laundry Service location, subject to route availability. Service beyond the standard service area may be accepted based on route availability and operating capacity. Distance does not change the $30 minimum order.

Standard turnaround is within 48 hours from the time the laundry is picked up through return delivery. Delays caused by customer payment delays, severe weather, unsafe road conditions, equipment or utility interruptions, unusually large or complex orders, customer-requested changes, or other unforeseen operational circumstances may extend the turnaround time.

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: