DAMAGE CLAIMS & LOST ITEM POLICY

Effective Date: June 27, 2026

Vintage Ozark Laundry Service

A Registered DBA of Vintage Ozark Ventures LLC

1. Purpose

Vintage Ozark Laundry Service is committed to providing professional laundry services while handling every customer order with care and respect.

Although every reasonable effort is made to prevent loss or damage, situations may occasionally arise. This policy explains how damage claims, missing items, and other service-related concerns are investigated and resolved.

2. Reporting a Claim

Customers should inspect their completed order as soon as reasonably possible after **return delivery**.

Any claim involving missing items, damaged garments, incomplete orders, or other service concerns must be reported within **forty-eight (48) hours after return delivery**.

Claims submitted after this period may be more difficult to investigate and may be denied if sufficient evidence is no longer available.

Claims may be submitted by telephone, email, or through another approved communication method.

3. Information Required

To assist with our investigation, customers should provide as much information as possible, including:

- Customer name
- Order number (if available)
- Date of pickup
- Date of delivery
- Description of the item
- Description of the concern
- Photographs, when appropriate
- Any additional information that may assist with the investigation

Providing complete information allows claims to be investigated more efficiently.

4. Investigation Process

Upon receiving a claim, Vintage Ozark Laundry Service may:

- Review order records.
- Review processing notes.
- Review order tracking information.
- Interview employees involved in the order.
- Review available documentation.
- Request additional information from the customer.

Each claim is evaluated individually based upon the available facts.

5. Missing Items

If a customer believes an item is missing, we will make reasonable efforts to locate it.

This may include reviewing:

- Processing records
- Order tracking information
- Laundry sorting areas
- Folding areas
- Delivery records
- Vehicles
- Lost-and-found inventory

If the item is located, arrangements will be made for prompt return.

6. Damaged Items

If damage is reported, Vintage Ozark Laundry Service may inspect the item before determining whether compensation is appropriate.

Consideration may include:

- Age of the garment
- Fabric condition
- Manufacturer care labels
- Existing wear
- Existing damage
- Type of damage reported
- Processing history

Not every damaged garment indicates negligence.

7. Pre-Existing Conditions

Vintage Ozark Laundry Service is not responsible for damage resulting from:

- Existing fabric weakness
- Hidden damage
- Manufacturer defects
- Loose seams
- Weak stitching
- Color instability
- Previous repairs
- Prior stain-removal attempts
- Inaccurate, missing, or improper care labels

These conditions may become apparent during normal laundering.

8. Stain Removal

Stain removal is performed using reasonable professional methods.

Vintage Ozark Laundry Service cannot guarantee complete stain removal.

Certain stains may become permanent because of:

- Fabric composition
- Heat exposure before service
- Chemical reactions
- Previous cleaning attempts
- Age of the stain

No compensation will be provided solely because a stain could not be completely removed.

9. Compensation

If Vintage Ozark Laundry Service determines that compensation is appropriate, customers may be required to provide reasonable documentation supporting their claim, including, when available, photographs, receipts, brand information, approximate purchase date, or other information reasonably necessary to verify ownership, age, condition, and value of the claimed item.

When evaluating compensation, Vintage Ozark Laundry Service may consider:

- Fair market value
- Age of the item
- Original purchase price (when available)
- Condition prior to processing
- Applicable law

Compensation is determined individually for each verified claim.

10. Resolution Time

We strive to investigate and resolve claims promptly.

Resolution times may vary depending upon:

- Complexity of the investigation
- Availability of information
- Customer response time
- Nature of the claim

Customers will be kept reasonably informed throughout the process.

11. Fraudulent Claims

Vintage Ozark Laundry Service reserves the right to deny claims believed to be fraudulent, intentionally misleading, or unsupported by available evidence.

Knowingly submitting false information may result in denial of future services.

12. Questions

Questions regarding this policy may be directed to:

Vintage Ozark Laundry Service
A Registered DBA of Vintage Ozark Ventures LLC

Business Address
503 Oak Hill St.
Cassville, MO 65625

Website
https://vintageozark.com

Email
LaundryServices@VintageOzark.com

Branson Office
(417) 846-8108

Cassville Office
(417) 342-8147

Customer Acknowledgement

By using the services of Vintage Ozark Laundry Service, customers acknowledge that they have read and understand this Damage Claims & Lost Item Policy.

This policy works together with our Terms & Conditions and Liability Disclaimer & Release to establish the procedures used for investigating and resolving customer claims.