LIABILITY DISCLAIMER & RELEASE

Effective Date: June 27, 2026

Vintage Ozark Laundry Service

A Registered DBA of Vintage Ozark Ventures LLC

1. Purpose

This Liability Disclaimer & Release ("Disclaimer") explains the responsibilities of Vintage Ozark Laundry Service and the responsibilities of our customers regarding the handling, cleaning, pickup, transportation, and delivery of laundry.

By requesting service, scheduling pickup, or submitting laundry for processing, you acknowledge and accept the terms contained within this Disclaimer.

2. Standard of Care

Vintage Ozark Laundry Service is committed to handling every order with professionalism, reasonable care, and industry-standard laundering practices.

While every reasonable effort is made to protect customer garments and household linens, laundry processing involves unavoidable risks associated with fabric age, condition, construction, and previous use.

No laundry service can guarantee that every item will be returned in identical condition due to the natural characteristics of textiles.

3. Customer Responsibilities

Customers are responsible for:

- Emptying all pockets before pickup.
- Removing valuables, cash, jewelry, electronics, keys, medications, or other personal property from garments.
- Identifying garments requiring special handling.
- Informing us of allergies to detergents or fabric products.
- Identifying designer, heirloom, vintage, sentimental, or unusually valuable garments before service.
- Following any preparation instructions provided by Vintage Ozark Laundry Service.

Failure to disclose special handling requirements may limit our ability to process items appropriately.

4. Delicate & Specialty Garments

Customers should notify us before submitting:

- Silk garments
- Wool garments
- Leather or suede items
- Formal wear
- Wedding dresses
- Vintage clothing
- Designer apparel
- Handmade items
- Heirloom quilts
- Specialty bedding

Certain specialty items may require alternate cleaning methods or may be declined if appropriate processing cannot be reasonably provided.

5. Normal Laundry Risks

Customers acknowledge that normal laundering may reveal or contribute to conditions beyond our control, including:

- Fabric shrinkage
- Color fading
- Color bleeding
- Fabric stretching
- Weak seams
- Loose buttons
- Decorative attachment failure
- Zipper failure
- Elastic deterioration
- Manufacturer defects
- Existing fabric weakness
- Hidden damage from prior wear

These conditions do not necessarily indicate negligence.

6. Stain Removal

While we make every reasonable effort to remove stains, stain removal cannot be guaranteed.

Some stains become permanent due to:

- Age
- Previous drying
- Chemical reactions
- Fabric composition
- Previous cleaning attempts

Aggressive stain removal methods may damage certain fabrics.

Vintage Ozark Laundry Service reserves the right to discontinue stain treatment if additional attempts could reasonably damage the garment.

7. Existing Damage

If significant pre-existing damage, excessive wear, torn seams, holes, missing buttons, broken zippers, weakened fabric, excessive staining, or unusual garment conditions are discovered before processing, we may:

- Contact the customer before proceeding.
- Delay processing pending customer instructions.
- Decline service for the affected item.

If the customer cannot be reached within a reasonable period, Vintage Ozark Laundry Service may use reasonable professional judgment regarding processing.

8. Order Handling

Every customer order is assigned an identification number throughout pickup, transportation, processing, packaging, and delivery.

Orders are processed using procedures designed to help maintain order integrity. Customer garments are handled respectfully and professionally throughout the cleaning process.

9. Order Documentation

To help maintain order integrity, improve quality assurance, assist with employee accountability, and investigate customer service concerns, damage claims, missing item reports, or other service-related disputes, Vintage Ozark Laundry Service may create video documentation during designated stages of the service process.

Video documentation may include activities such as:

- Collection of customer laundry at the pickup location.
- Transportation of customer laundry to the processing location.
- Opening customer laundry in a designated company work area before processing.
- Packaging customer laundry in a designated company work area after processing.
- Preparation of completed orders for delivery.

Video documentation is intended solely to assist with order verification, quality assurance, employee accountability, loss prevention, and the investigation of customer concerns or claims. Recordings are not intended to create a detailed inventory of every garment submitted for service or to document the condition of each individual item.

Video recording is limited to designated company-controlled work areas and other locations where recording is lawful and appropriate. Vintage Ozark Laundry Service does not record the laundering process within facilities owned or operated by third parties unless authorized to do so.

Routine video recordings are generally retained for approximately fourteen (14) days, after which they may be permanently deleted in the ordinary course of business. Recordings related to an active customer claim, dispute, insurance matter, legal proceeding, or business investigation may be retained for a longer period until the matter has been fully resolved.

Video recordings are considered confidential business records and will only be accessed, reviewed, or disclosed when reasonably necessary for legitimate business purposes, including claim investigations, legal compliance, insurance matters, law enforcement requests, or the protection of the rights, property, or safety of Vintage Ozark Laundry Service, its employees, customers, or others.

10. Customer Privacy

Vintage Ozark Laundry Service respects the privacy of every customer.

Employees are expected to maintain professionalism while handling all garments regardless of garment type.

We do not routinely photograph individual clothing items during normal processing.

Documentation, when necessary, is limited to order verification, existing damage, unusual garment conditions, commercial account documentation, or circumstances requiring customer communication.

11. Limitation of Liability

Except where prohibited by law, Vintage Ozark Laundry Service shall not be liable for:

- Normal wear and tear.
- Manufacturer defects.
- Hidden fabric weaknesses.
- Color fading or bleeding.
- Shrinkage consistent with manufacturer care instructions or care labels.
- Damage caused by inaccurate or missing care labels.
- Damage caused by items left in pockets.
- Damage resulting from customer-requested washing methods.
- Losses caused by circumstances beyond our reasonable control.

12. Maximum Liability

Customers may be required to provide reasonable documentation supporting any claim for lost or damaged items, 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. Vintage Ozark Laundry Service may consider all available information when investigating or evaluating a claim, including customer-provided documentation, internal business records, order documentation, processing records, employee statements, and available video documentation. Both Vintage Ozark Laundry Service and the customer agree to cooperate in good faith during the investigation of any reported loss or damage.

If Vintage Ozark Laundry Service determines that it is responsible for verified loss or damage, compensation shall be determined based upon factors including:

- Age of the item.
- Original purchase price (when available).
- Current condition before processing.
- Fair market value.
- Applicable legal requirements.

Compensation shall not automatically equal the cost of purchasing a brand-new replacement item.

13. Commercial Accounts

Commercial customers may operate under separate written agreements establishing additional liability terms specific to their business relationship.

Those agreements shall govern where applicable.

14. Force Majeure

Vintage Ozark Laundry Service shall not be liable for delays, interruptions, or inability to perform services caused by circumstances beyond our reasonable control, including but not limited to:

- Severe weather
- Natural disasters
- Utility failures
- Road closures
- Government actions
- Equipment failure
- Labor shortages
- Public emergencies

15. Changes to This Disclaimer

Vintage Ozark Laundry Service reserves the right to modify this Disclaimer at any time.

Updated versions become effective upon publication on our website unless otherwise stated.

16. Contact Information

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

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Cassville Office
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Customer Acknowledgement

By scheduling service, requesting pickup, submitting laundry for processing, or using the services of Vintage Ozark Laundry Service, you acknowledge that you have read, understood, and agree to this Liability Disclaimer & Release.

You further acknowledge that laundry services involve inherent risks associated with textile care and that Vintage Ozark Laundry Service cannot guarantee the successful removal of every stain or prevent every form of normal fabric wear associated with professional laundering.