TERMS AND CONDITIONS

Effective Date: June 27, 2026

Vintage Ozark Laundry Service

A Registered DBA of Vintage Ozark Ventures LLC

1. Agreement

These Terms and Conditions ("Terms") govern the use of the services provided by Vintage Ozark Laundry Service, a registered DBA of Vintage Ozark Ventures LLC.

By scheduling service, requesting pickup, using our website, or submitting an order, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.

If you do not agree with these Terms, please do not use our services.

2. About Us

Vintage Ozark Laundry Service provides residential, vacation rental, hospitality, and commercial laundry pickup and delivery services throughout Southwest Missouri.

Our mission is to provide dependable, professional laundry service while treating every customer's belongings with care, respect, and professionalism.

Service availability may vary based upon staffing, scheduling, route availability, weather conditions, holidays, and operational capacity.

3. Services

Services may include, but are not limited to:

- Residential Wash, Dry & Fold
- Vacation Rental Linen Service
- Airbnb & Short-Term Rental Linen Service
- Hotel & Hospitality Linen Service
- Commercial Laundry Service
- Scheduled Pickup & Delivery

- One-Time Pickup & Delivery
- Recurring Pickup & Delivery
- Specialty Laundry Services

Services may be modified, expanded, suspended, or discontinued at any time.

4. Service Areas

Standard residential pickup and delivery service is available within **20 actual driving miles of the applicable Vintage Ozark Laundry Service location**, subject to route availability and operating capacity.

Driving distance, rather than straight-line radius, is used to determine service eligibility.

Service outside the standard 20-driving-mile service area may be accepted by Vintage Ozark Laundry Service based on route availability, scheduling capacity, and operational practicality.

Distance does **not** change the residential **$30 minimum order**.

5. Scheduling

Customers may schedule service through our website, email, telephone, or any other approved communication method.

Requested pickup and delivery times represent preferred scheduling windows and are not guaranteed appointment times.

While every effort is made to arrive within the requested time frame, circumstances beyond our reasonable control—including weather, traffic, road closures, equipment failures, emergencies, employee illness, or unusually high service demand—may require schedule adjustments.

If delays occur, we will make reasonable efforts to notify affected customers as soon as practical.

6. Customer Responsibilities

Customers agree to:

- Place laundry in suitable bags or containers.
- Remove all valuables from clothing before pickup.
- Empty all pockets.
- Inform us of specialty fabrics, delicate garments, or unusual washing instructions.
- Notify us of allergies or detergent preferences before processing begins.
- Ensure pickup and delivery locations are safe and reasonably accessible.
- Identify valuable, sentimental, designer, vintage, heirloom, or specialty garments before service so appropriate handling procedures may be discussed.

Vintage Ozark Laundry Service is not responsible for damage caused by items left inside pockets or concealed within laundry, including but not limited to pens, markers, cosmetics, electronics, jewelry, ammunition, sharp objects, or other foreign items.

7. Order Integrity & Customer Privacy

Maintaining the integrity of every customer order is one of our highest priorities.

Each customer order receives a unique identification throughout pickup, transportation, processing, packaging, and delivery. Our internal operating procedures are designed to help ensure each customer's laundry remains associated with that customer's order throughout the entire process.

Customer privacy is equally important.

All garments are handled professionally and respectfully regardless of their type or intended use.

Vintage Ozark Laundry Service does not routinely photograph individual clothing items during normal processing.

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

Commercial customers, vacation rental operators, hotels, and property management companies may receive additional order documentation when appropriate as part of their service agreement.

8. Washing Procedures

Unless otherwise instructed, garments are cleaned using professional laundering procedures based upon manufacturer care labels, fabric type, and industry best practices.

Customers requesting fragrance-free detergents, specialty detergents, air drying, delicate handling, or other special care instructions should notify us before processing begins.

Items with missing, damaged, or unreadable care labels will be processed using reasonable professional judgment.

If we believe processing an item could result in damage due to its condition, construction, or lack of care information, we reserve the right to delay processing until the customer has been contacted or to decline service for that item.

9. Turnaround Time

Vintage Ozark Laundry Service's standard turnaround is **within 48 hours from the time the customer's laundry is picked up through return delivery**.

The 48-hour turnaround period begins at the time of pickup.

Standard turnaround assumes the customer promptly pays any remaining balance after the final invoice is issued so processing may begin without unnecessary delay.

Turnaround may be extended due to circumstances including:

- Customer payment delays
- Severe weather
- Road closures or unsafe travel conditions
- Equipment maintenance or unexpected equipment failure
- Utility interruptions
- Public holidays
- Excessively large or unusually complex orders
- Customer-requested service changes
- Other unforeseen circumstances outside the reasonable control of Vintage Ozark Laundry Service

If a significant delay occurs, Vintage Ozark Laundry Service will make reasonable efforts to notify the customer.

10. Payment

For residential pickup and delivery orders, a **$30 scheduling deposit** is required before Vintage Ozark Laundry Service dispatches for the scheduled pickup.

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

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

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

Residential Pricing

- Standard pickup and delivery: **$2.25 per pound**
- Active weekly or biweekly recurring service: **$2.10 per pound**
- Minimum order: **$30**

Customers qualify for the recurring-service rate when they are on an active standing weekly or biweekly pickup schedule. The recurring rate begins with the first pickup on that schedule.

A normal vacation or one-time skipped pickup does not automatically end recurring status. If recurring service is discontinued and the customer returns to occasional one-time service, the standard rate applies until a standing weekly or biweekly schedule is restarted.

After pickup, customer 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 applicable rate and the $30 minimum order.

Customers will be notified of:

- Final recorded weight
- Total service charge
- $30 scheduling-deposit credit
- Any remaining balance due

Customers may receive a photograph of the official scale showing the recorded weight for order-verification purposes. The weight recorded by Vintage Ozark Laundry Service will be the official weight used to calculate charges.

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

If the calculated laundry charge exceeds $30, the scheduling deposit is credited toward the total and the customer is responsible for 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 payment is not received within twenty-four (24) hours after the final invoice is issued and the customer requests that unprocessed laundry be returned, or if an additional trip becomes necessary because payment was not received, the applicable Return Trip Fee may be charged before the laundry is returned.

Accepted payment methods include:

- Credit Card
- Debit Card
- ACH Transfer, when available
- Other company-approved electronic payment methods

Vintage Ozark Laundry Service does not accept cash or personal checks unless specifically authorized by Ownership.

Returned payments, declined transactions, disputed charges, chargebacks, or other unsuccessful payment attempts may result in suspension of current or future services until the account is brought current. Customers may also be responsible for applicable bank fees, chargeback fees, or collection costs where permitted by law.

If the customer cancels after Vintage Ozark Laundry Service has departed for the scheduled pickup, or declines to proceed after pickup and weighing, the $30 scheduling deposit remains nonrefundable.

11. Order Inspection

Customers are encouraged to inspect their completed laundry promptly upon delivery.

Questions regarding missing items, damaged items, incomplete orders, or service concerns should be reported within 48 hours following delivery.

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

If laundry is delivered to a location designated by the customer without the customer being present, Vintage Ozark Laundry Service may photograph the completed delivery for documentation and proof of delivery.

12. Lost or Damaged Items

Vintage Ozark Laundry Service exercises reasonable care in handling every order; however, laundry processing involves inherent risks associated with textiles and fabric care.

Vintage Ozark Laundry Service is not responsible for:

- Normal wear and tear
- Fabric shrinkage
- Color fading or color bleeding
- Weak seams or stitching failures
- Loose buttons, embellishments, sequins, rhinestones, or decorative attachments
- Manufacturer defects
- Damage resulting from improper or inaccurate care labels
- Damage resulting from hidden defects in fabrics or garments
- Items unsuitable for standard commercial laundering

If significant pre-existing damage, unusual staining, excessive wear, missing care labels, or unusual garment conditions are discovered before processing, Vintage Ozark Laundry Service may delay processing while attempting to contact the customer for additional instructions.

If the customer cannot be reached within a reasonable period, we may use reasonable professional judgment regarding processing or decline service for the affected item if we believe processing could reasonably result in additional damage.

Customers are encouraged to identify valuable, sentimental, designer, heirloom, vintage, or specialty garments before pickup so appropriate handling procedures may be discussed.

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 customer-provided documentation, internal business records, processing records, employee statements, order documentation, and available video documentation when investigating or evaluating a claim.

If a verified claim is approved, compensation shall be determined by Vintage Ozark Laundry Service based upon the age, condition, original value, and fair replacement value of the item, consistent with applicable law.

13. Prohibited or Refused Items

For the safety of our employees, customers, equipment, and facility, customers shall not submit:

- Firearms
- Ammunition
- Explosives
- Illegal drugs
- Hazardous chemicals
- Flammable materials
- Medical waste
- Biohazard materials
- Wet paint
- Toxic substances
- Live animals
- Any item prohibited by federal, state, or local law

In addition, Vintage Ozark Laundry Service reserves the right to refuse service for laundry that presents an unreasonable health, contamination, sanitation, equipment damage, or pest risk.

Examples include, but are not limited to:

- Laundry contaminated with bodily fluids requiring specialized biohazard handling.
- Laundry containing excessive mold or mildew.
- Clothing infested with insects or pests.
- Laundry contaminated with hazardous chemicals.
- Excessively wet or improperly stored laundry presenting sanitation concerns.
- Any item we reasonably determine cannot be processed safely using our standard commercial laundering procedures.

Orders refused for safety reasons may be returned to the customer without processing.

14. Satisfaction Commitment

Customer satisfaction is important to Vintage Ozark Laundry Service.

If you believe your order was not processed in accordance with your instructions, please contact us within 48 hours of delivery.

We will review the circumstances and, when appropriate, may offer reasonable corrective action, including reprocessing eligible items.

Corrective action is determined on a case-by-case basis and does not constitute an admission of liability.

15. Limitation of Liability

To the fullest extent permitted by applicable law, Vintage Ozark Ventures LLC, doing business as Vintage Ozark Laundry Service, shall not be liable for indirect, incidental, consequential, special, exemplary, or punitive damages arising from the use of our services or website.

Except where prohibited by law, our maximum liability for any verified claim shall not exceed the amount paid by the customer for the specific laundry order giving rise to the claim or the fair replacement value of the affected item, whichever is required under applicable law.

Nothing contained within these Terms shall limit any rights that cannot legally be limited under Missouri or federal law.

16. Website Use

Visitors to our website agree to use it only for lawful purposes.

Users shall not:

- Attempt unauthorized access to our website, systems, or customer information.
- Upload malicious software, viruses, or harmful code.
- Interfere with website functionality or security.
- Misrepresent their identity.
- Submit fraudulent service requests.
- Use our website in violation of any applicable law.

Vintage Ozark Laundry Service reserves the right to suspend or terminate website access for misuse or unlawful activity.

17. Intellectual Property

All content appearing on the Vintage Ozark Laundry Service website, including but not limited to text, graphics, logos, branding, photographs, videos, designs, icons, downloadable materials, and other original content, is the property of Vintage Ozark Ventures LLC unless otherwise stated.

No material may be copied, reproduced, distributed, modified, published, displayed, or used for commercial purposes without prior written permission.

Nothing contained within these Terms grants any license or ownership rights to our intellectual property.

18. Privacy

Vintage Ozark Laundry Service values the privacy of every customer.

Customer information is collected only as necessary to schedule service, communicate with customers, process payments, deliver services, maintain business records, and comply with applicable laws.

Customer information is handled in accordance with our Privacy Policy.

We do not sell customer information to third parties.

By using our services, customers consent to the collection and use of information reasonably necessary to provide laundry services.

19. Changes to These Terms

Vintage Ozark Laundry Service reserves the right to update, revise, or modify these Terms and Conditions at any time.

Revisions become effective upon publication on our website unless otherwise stated.

Continued use of our services following publication of revised Terms constitutes acceptance of those revisions.

Customers are encouraged to review these Terms periodically for updates.

20. Governing Law

These Terms and Conditions shall be governed by and interpreted under the laws of the State of Missouri without regard to its conflict of law principles.

Any legal action or proceeding arising from these Terms or the services provided by Vintage Ozark Laundry Service shall be brought in a court of competent jurisdiction located within the State of Missouri unless otherwise required by applicable law.

If any provision of these Terms is determined to be unenforceable or invalid, the remaining provisions shall remain in full force and effect.

Failure by Vintage Ozark Laundry Service to enforce any provision of these Terms shall not constitute a waiver of that provision or any other provision.

21. Contact Information

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

Business Mailing 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

Facebook
https://www.facebook.com/profile.php?id=61591276266766

Acknowledgement

By scheduling service, submitting a pickup request, using our website, or placing an order with Vintage Ozark Laundry Service, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

We appreciate the opportunity to serve you and are committed to providing dependable, professional, and respectful laundry services to every customer.

Thank you for choosing Vintage Ozark Laundry Service.