PICKUP & DELIVERY POLICY

Effective Date: June 27, 2026

Vintage Ozark Laundry Service

A Registered DBA of Vintage Ozark Ventures LLC

1. Purpose

This Pickup & Delivery Policy explains how Vintage Ozark Laundry Service schedules, collects, transports, processes, and returns customer laundry.

Our goal is to provide dependable, convenient, and professional pickup and delivery service while protecting every customer's order from pickup through final delivery.

2. Scheduling Service

Customers may schedule service through:

- Our Website
- Email
- Telephone
- Any approved scheduling method offered by Vintage Ozark Laundry Service

Pickup requests are subject to route availability and scheduling capacity.

Recurring customers will receive priority scheduling whenever reasonably possible.

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.
- Is not an additional charge when the customer proceeds with service.
- Becomes nonrefundable once Vintage Ozark Laundry Service has departed to perform the scheduled pickup.

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.

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 $30 minimum order.

A pickup request is not considered ready for dispatch until the required $30 scheduling deposit has been received unless other arrangements have been approved in writing.

3. Pickup Windows

Customers select preferred pickup windows rather than guaranteed appointment times. While we make every reasonable effort to arrive during the requested window, factors such as weather, traffic, road conditions, emergencies, equipment issues, or unusually high demand may affect arrival times.

If significant delays occur, we will make reasonable efforts to notify affected customers.

4. Preparing Laundry for Pickup

Customers should:

- Place laundry in bags, hampers, or containers suitable for transportation.
- Empty all pockets.
- Remove valuables.
- Separate items requiring special care when possible.
- Secure pets before driver arrival.
- Provide any special washing instructions before pickup.
- Ensure all laundry intended for service is ready for pickup at the scheduled location. Drivers are not responsible for collecting laundry from multiple rooms or sorting customer laundry before pickup.

Laundry should be accessible without creating unsafe conditions for employees.

5. Driver Safety

The safety of our employees is important.

Drivers are not required to enter homes where conditions are unsafe.

Service may be postponed if employees encounter:

- Aggressive animals
- Unsafe walkways
- Ice or severe weather hazards
- Threatening behavior
- Unsafe property conditions
- Any circumstance creating an unreasonable safety concern

6. Apartment Communities & Gated Properties

Customers are responsible for providing:

- Gate codes
- Building access instructions
- Apartment numbers
- Parking instructions
- Delivery instructions

If access cannot be reasonably obtained, delivery or pickup may require rescheduling.

7. Missed Pickups

If laundry is unavailable when our driver arrives, the pickup may be considered missed. Repeated missed pickups may result in:

- Rescheduling
- Route adjustments
- Additional service fees when applicable

Customers should notify us as soon as possible if they need to cancel or reschedule.

8. Missed Deliveries

Customers should ensure delivery locations are reasonably accessible during scheduled delivery.

If delivery cannot be completed because access is unavailable or instructions are incomplete, we will make reasonable efforts to contact the customer.

Additional delivery attempts may be subject to scheduling availability or additional fees.

9. Weather Delays

Severe weather, flooding, winter storms, tornado warnings, road closures, or other hazardous conditions may require delays.

Whenever practical, customers will be notified regarding revised pickup or delivery schedules.

10. Standard Turnaround

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:

- 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
- Customer-requested delivery rescheduling or inability to complete delivery because required customer access is unavailable

- 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.

11. Order Tracking

Every customer order receives a unique identification number from pickup through delivery.

Our procedures are designed to maintain order integrity throughout transportation, washing, drying, folding, packaging, and delivery.

12. Payment Before Processing

After pickup, customer laundry will be transported to our processing location where it will be weighed to determine the final service charge.

The final service charge will be calculated according to the current pricing schedule and the **$30 minimum order**.

Customers will receive:

- Final recorded weight
- Total service charge
- Credit for the $30 scheduling deposit already paid
- Any remaining balance due
- A photograph of the official scale for order verification, when applicable
- A secure payment link or invoice

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

If the laundry charge exceeds $30, the scheduling deposit will be credited toward the final amount due and the customer will be responsible for the remaining balance.

Any remaining balance must be paid before laundry processing begins unless other written payment arrangements have been approved.

Laundry processing will not begin until all required payment has been successfully received.

If the remaining balance is not received within twenty-four (24) hours after the final invoice has been issued, processing will not begin and the standard turnaround period may be extended accordingly.

If the customer declines service after pickup and weighing, the $30 scheduling deposit remains nonrefundable.

Additional fees, including a Return Trip Fee, may apply if another trip becomes necessary because the remaining balance was not paid or the customer requests return of unprocessed laundry.

13. Delivery Procedures

Completed laundry will be returned to the location designated by the customer whenever reasonably possible.

Customers should provide clear delivery instructions during scheduling.

Examples include:

- Front porch
- Garage
- Apartment office
- Designated secure location
- Direct handoff

Vintage Ozark Laundry Service is not responsible for unsecured deliveries made according to customer instructions. When laundry is delivered to a customer-designated location without the customer being present, Vintage Ozark Laundry Service may photograph the completed delivery for documentation and proof of delivery.

14. Commercial Customers

Commercial customers may receive customized pickup schedules based upon operational needs.

Separate commercial agreements may establish:

- Scheduled service days
- Delivery procedures
- Emergency pickups
- Holiday schedules

- Billing arrangements

Commercial agreements control where applicable.

15. Customer Responsibilities

Customers agree to:

- Provide accurate contact information.
- Notify us of scheduling changes promptly.
- Ensure laundry is properly prepared.
- Provide safe pickup and delivery access.
- Communicate any special instructions before processing begins.
- Submit payment promptly after receiving the final invoice so processing may begin without unnecessary delay.

16. Our Commitment

Vintage Ozark Laundry Service is committed to:

- Professional service.
- Respectful handling of customer garments.
- Dependable communication.
- Accurate order tracking.
- Timely pickups and deliveries whenever reasonably possible.
- Continuous improvement of customer service.

17. Changes to This Policy

Vintage Ozark Laundry Service reserves the right to modify this Pickup & Delivery Policy at any time.

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

18. 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

Customer Acknowledgement

By scheduling pickup or delivery service with Vintage Ozark Laundry Service, customers acknowledge that they have read, understood, and agree to this Pickup & Delivery Policy. This policy should be read together with our Terms & Conditions, Privacy Policy, Liability Disclaimer & Release, and Damage Claims & Lost Item Policy.