REFUND & CUSTOMER SATISFACTION POLICY

Effective Date: June 27, 2026

Vintage Ozark Laundry Service

A Registered DBA of Vintage Ozark Ventures LLC

1. Our Commitment

Vintage Ozark Laundry Service is committed to providing dependable, professional, and high-quality laundry services.

Customer satisfaction is extremely important to us. If you believe we have made a mistake, we encourage you to contact us so we have the opportunity to review the situation and make it right whenever reasonably possible.

2. Satisfaction First

If a customer believes an order was not completed according to the requested service, Vintage Ozark Laundry Service will review the concern promptly.

Whenever appropriate, our preferred solution is to correct the problem rather than immediately issue a refund.

Possible corrective actions may include:

- Rewashing eligible items.
- Reprocessing garments.
- Correcting folding or packaging concerns.
- Returning to complete an incomplete order.
- Other reasonable corrective measures.

3. Refund Eligibility

Refunds are considered on a case-by-case basis.

A refund may be considered when:

- Services paid for were not provided.
- Vintage Ozark Laundry Service determines a significant service error occurred.
- A satisfactory correction cannot reasonably be provided.

For residential pickup and delivery orders, 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 $30 scheduling deposit becomes nonrefundable once Vintage Ozark Laundry Service has departed to perform the scheduled pickup.

If Vintage Ozark Laundry Service cancels the scheduled pickup before dispatch and no service has begun, the scheduling deposit will be refunded or credited as appropriate.

Refund decisions remain at the reasonable discretion of Vintage Ozark Laundry Service after reviewing the circumstances.

4. Situations That Normally Do Not Qualify For Refunds

Refunds generally will not be provided for:

- The **$30 scheduling deposit** after Vintage Ozark Laundry Service has departed to perform the scheduled pickup.
- Customer refusal to proceed after pickup and weighing.
- Stains that cannot be removed.
- Normal fabric wear.
- Existing damage.
- Manufacturer defects.
- Shrinkage consistent with care labels.
- Color fading or color bleeding resulting from normal laundering.
- Customer failure to disclose special handling requirements.
- Damage caused by items left inside pockets.
- Customer dissatisfaction unrelated to the quality of service provided.

5. Reporting Service Concerns

Customers should report service concerns within forty-eight (48) hours after return delivery.

When contacting us, customers should provide:

- Name
- Order Date
- Delivery date
- Description of the concern
- Photographs when appropriate

Prompt reporting allows us to investigate while information remains available.

6. Rewash Policy

If Vintage Ozark Laundry Service determines that an item was not processed according to the requested service instructions, we may offer one complimentary rewash of eligible items.

A complimentary rewash is intended to correct processing concerns and is not an admission of fault.

Rewash requests must be made before garments have been worn or re-soiled.

7. Customer Cooperation

Customers agree to cooperate during any review of a service concern.

This may include providing:

- Additional information.
- The affected garment.
- Photographs.
- Purchase information when appropriate.

Failure to cooperate may limit our ability to investigate or resolve a concern.

8. Fraud Prevention

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

Repeated abuse of refund requests may result in refusal of future service.

9. Relationship To Other Policies

This Refund & Customer Satisfaction Policy should be read together with:

- Terms & Conditions
- Privacy Policy
- Liability Disclaimer & Release
- Damage Claims & Lost Item Policy
- Pickup & Delivery Policy

Each document addresses different aspects of our customer service process.

10. Policy Changes

Vintage Ozark Laundry Service reserves the right to modify this policy at any time. Updated versions become effective upon publication on our website unless otherwise stated.

11. 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

Customer Acknowledgement

By requesting or using the services of Vintage Ozark Laundry Service, customers acknowledge that they have read and understand this Refund & Customer Satisfaction Policy.

Our goal is not only to clean laundry but to provide professional service, clear communication, and a fair process for resolving concerns whenever they arise.