UNCLAIMED LAUNDRY POLICY

Effective Date: June 27, 2026

Vintage Ozark Laundry Service

A Registered DBA of Vintage Ozark Ventures LLC

1. Purpose

This Unclaimed Laundry Policy explains how Vintage Ozark Laundry Service handles laundry that remains unclaimed due to non-payment, inability to contact the customer, refusal of delivery, or failure to retrieve completed orders.

Our goal is to provide customers with reasonable opportunities to recover their property while maintaining efficient business operations.

2. Payment Before Processing

For residential pickup and delivery orders, Vintage Ozark Laundry Service requires a **$30 scheduling deposit** before dispatch 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 fee when service proceeds as scheduled.
- Becomes nonrefundable once Vintage Ozark Laundry Service has departed to perform the scheduled pickup.

After the laundry has been picked up and transported to the processing location, it will be weighed using the Company's approved scale. The final service charge will be calculated according to the current pricing schedule and the $30 minimum order.

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.

Laundry with an unpaid remaining balance will not enter the processing schedule.

3. Unprocessed Laundry

If any remaining balance has not been received within twenty-four (24) hours after the final invoice has been issued, the laundry may remain on hold pending payment.

Vintage Ozark Laundry Service will make reasonable efforts to notify the customer regarding the outstanding balance.

If the customer declines to proceed with service after pickup and weighing, or otherwise cancels after Vintage Ozark Laundry Service has departed to perform the scheduled pickup, the $30 deposit will remain nonrefundable.

If the customer requests that unprocessed laundry be returned, or if an additional trip becomes necessary because the remaining balance was not paid, a Return Trip Fee may also be charged in accordance with the current pricing schedule.

Laundry may remain in our possession until all outstanding charges have been satisfied or other arrangements have been approved.

4. Completed Laundry

Customers are encouraged to accept delivery or retrieve completed laundry promptly after notification that their order is ready.

Completed laundry will be stored for a reasonable period whenever practical.
Storage space is limited, and prolonged storage may interfere with normal business operations.

5. Contact Attempts

Before laundry is considered unclaimed, Vintage Ozark Laundry Service will make reasonable efforts to contact the customer using available contact information.

Reasonable contact attempts may include:

- Telephone calls
- Text messages
- Email communications

Customers are responsible for providing accurate and current contact information. Vintage Ozark Laundry Service is not responsible for failed communications resulting from incorrect or outdated customer information.

6. Holding Period

Unless otherwise required by applicable law, Vintage Ozark Laundry Service will generally retain unclaimed laundry for up to **sixty (60) days**.

For purposes of this policy:

- **Unprocessed laundry held for nonpayment:** The 60-day holding period begins twenty-four (24) hours after the final invoice is issued if the required remaining balance has not been paid and no other arrangement has been approved.
- **Completed laundry that cannot be delivered or is refused:** The 60-day holding period begins on the date of the first documented unsuccessful or refused delivery attempt.
- **Completed laundry awaiting customer pickup:** The 60-day holding period begins on the date Vintage Ozark Laundry Service first notifies the customer that the completed order is available for pickup.

Vintage Ozark Laundry Service will record the applicable holding-period start date with the customer order.

Reasonable efforts to contact the customer may continue throughout the holding period.

7. Disposal Of Unclaimed Laundry

After expiration of the applicable holding period and after reasonable attempts to contact the customer, Vintage Ozark Laundry Service reserves the right, to the extent permitted by applicable law, to:

- Donate unclaimed laundry
- Dispose of unclaimed laundry
- Recycle eligible materials
- Otherwise lawfully dispose of abandoned property

Vintage Ozark Laundry Service is under no obligation to compensate customers for laundry lawfully disposed of after the holding period has expired.

8. Outstanding Charges

Outstanding service charges remain the responsibility of the customer regardless of whether laundry is ultimately claimed.

Vintage Ozark Laundry Service reserves all rights permitted by law to pursue unpaid balances, including reasonable collection efforts where appropriate.

9. Commercial Customers

Commercial customers operating under separate written service agreements shall follow the provisions contained within those agreements whenever different from this policy.

10. Changes To This Policy

Vintage Ozark Laundry Service reserves the right to modify this Unclaimed Laundry 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

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

Customer Acknowledgement

By scheduling service with Vintage Ozark Laundry Service, customers acknowledge that they have read, understood, and agree to this Unclaimed Laundry Policy.

This policy should be read together with our Terms & Conditions, Pickup & Delivery Policy, Privacy Policy, Liability Disclaimer & Release, Damage Claims & Lost Item Policy, Refund & Customer Satisfaction Policy, and all other applicable company policies.