

# Terms and Conditions

Please check the box and sign your name after carefully reading all the terms and conditions below.

- For the use of service

- WASH&FOLD ("WF") is a members-only service. (\*This shall not apply to customers using the store front coin-operated launderette.)
- WF will not use personal information received from you at the time of admission for any other services.
- WF may not be able to deliver laundry on the day and time designated by a customer due to traffic or weather conditions.
- Pick-up and delivery service are available at the usage fee of 1,500 yen or more.  
(\*In case usage fee is less than 1,500 yen(1,650yen with tax), additional 1,000 yen(1,100yen with tax) is charged as delivery fee)
- WF will not be responsible for the loss of accessories. Please make sure to remove all ornaments such as a broach and ornamental buttons, and confirm that pockets are empty.
- WF do not provide custody service. Please pick up the laundry within one week from the service completion date. In case you will not pick up the laundry for more than two months without contacting us, we may dispose of the laundry.
- Vinyl packaging after finishing is not intended for custody. Please take the laundry out of the packaging as early as possible and confirm the laundry.

- Washing agency service

- When using the washing agency service, you will be required to purchase a dedicated laundry bag.
- Washing agency service means the provision of washing at home on behalf of you. The laundry put in a dedicated laundry bag will be washed with water and dried as they are, so please pay enough attention to clothes made of materials possible to be shrunk, torn, deformed or discolored. (As an option, you can have color-coded washing service)
- Laundry received from you will be washed and dried for each bag. Your laundry will not be mixed with another customer's laundry. At our system, loss, excess or deficiency of laundry will not occur in the course of the work.
- Even where any clothes with shrinkage, tear or snag are put in a bag, we will wash and dry them deeming that your consent has been given.
- Please not put any heat-sensitive clothes in a laundry bag. It is possible to be deformed or shrunk, etc. because of the heat at drying.
- WF cannot accept wool, silk, leather items and suit. Please consult with our staff about clothes which cannot be washed by a household washing machine. (We also deal with cleaning service).
- WF will not make any compensation payment or refund for shrinkage, discoloring, breakage, loss and so forth.
- No such services as stain removal, sizing or ironing will be provided with laundry put in a dedicated laundry bag.
- WF do not deal with diaper, pet accessories or any other articles similar to them. Also, please note that we will not refund when retuning them.
- For sanitation reason, please not put wet clothes in a laundry bag. It may cause an odor.
- WF cannot receive laundry which requires sterilization or laundry of a person who is or who is liable to be infected by an epidemic.
- You can put as much laundry as you like in a dedicated laundry bag. However, if you cannot zip up the bag, we charge for laundry for 2 bags.
- \*Note: If a dedicated laundry bag was damaged by a customer's negligence, it will be exchanged for value.  
Please be careful of breakage of a zipper resulting from overpack.
- For an accident, including loss, at the time of storage, we will compensate for damage within the amount limit of 20,000 yen (22,000 yen with tax) per bag.

- Cleaning

- The compensation limit for damage or loss caused by cleaning or repair shall be up to tenfold the usage fee. The amount will vary according to the use frequency and the number of years in use.
- Finishing will be delayed in some cases due to the existence of stain or materials. Please notify, at the time of reception, of laundry requiring strict observance of due date.

I agree with all the terms and conditions set forth above.

Signature \_\_\_\_\_

# PICK-UP & COIN LAUNDRY WASH&FOLD Application form

Admission acceptance date: /
Accepted by:

\*This form is intended for the use of WASH&FOLD.

Ruby					
Name	Individual • Corporation	Person in charge ( )	Sex	Male • Female	
Address	〒 □□□-□□□□				
Phone number	*Please write the phone number we can contact				
e-mail	@				
Age	years old	Date of birth	/	/	

For staff use | Classification: Delivery / Shop      Membership number:

- Please answer a questionnaire

Select the motive for becoming a member of WASH&FOLD from the following and circle the number.

1. Introduced by a friend
2. On seeing a flyer (No.: )
3. On seeing website
4. Passing the shop
5. On seeing a magazine (Magazine title: )
6. On seeing TV (Program title: )
7. Others ( )