



Hello,

Laundry Day was designed to make your life more convenient. Below you will find all the information you need to take advantage of this service. If you have any questions or concerns, please do not hesitate to contact us.

[laundrydaynyc@gmail.com](mailto:laundrydaynyc@gmail.com) - (917) 444-3323

## **Pick Up / Drop Off Schedule**

- **Pick-Up:** Every Friday and Saturday at 10am.
- **Drop-Off:** Every Saturday and Monday at 10am.
- Friday pick-ups will be returned on Saturday.
- Saturday pick-ups will be returned on Monday.

### **Pick-Up and Drop-Off Location:**

To ensure the safety and security of your laundry, please leave your laundry bag with the doorman in the lobby for pick-up. Similarly, your clean laundry will be returned and can be collected from the doorman in the lobby.

# Pricing

**Wash & Fold:** \$1.50 per pound.

**Special Items:** Duvets, comforters, and pillows will be charged separately, ranging from \$10-\$20 based on size, weight, and thickness.

Within the 10025 zip code, the average price for wash & fold services is \$1.99 per pound (a list of comparables can be provided upon request). We are proud to offer competitive rates for our residents at just \$1.50 per pound. Additionally, while most laundry services in the area have a minimum requirement for pick-up and drop-off, **we do not impose any minimums**, ensuring flexibility for all our tenants. A breakdown of charges will be included in every invoice that you receive.

# Payment

## Payment Options

1. **Stripe Payments:** The invoice you receive will include a direct link to Stripe, allowing you to complete your payment securely and instantly.
2. **AutoPay:** For added convenience, you can set up AutoPay to automatically settle your laundry invoices as they arrive. You can either do so directly on Stripe or by providing your payment information and we will set it up for you.
3. **Prepayment Option:** We also offer the flexibility to prepay for your laundry services. You can deposit a set amount into your account, which will be used as credit each time you use the laundry service.

For each bag of laundry you provide, you will receive an invoice that must be paid within 24 hours. Failure to complete the payment within this timeframe will result in a 5% late fee added to the owed amount. This late fee will accumulate weekly until the debt is fully paid. Please note that if you have any outstanding debt, you will not be eligible to participate in the laundry service for the following week.

## **Warranty**

We are using a third-party laundry service. To further clarify, we do not have any ownership or management positions within that laundry company. We will not be responsible for any issues nor will we represent the laundry service. If there are any issues you will work directly with the laundry service.

## **Refund Policy**

We do not provide any refunds for the laundry service.