

Terms Of Service



Laundry Day NYC LLC



Laundry Day

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Terms of Service:

Welcome to Laundry Day NYC!

Thank you for choosing Laundry Day. Please review these terms carefully. By using our services, you agree to the following terms and conditions.

Pricing:

- Wash & Fold: \$2.00 - \$1 per pound - varies by building (no minimums).
- Special Items: Duvets, comforters, shoes, and pillows are charged based on size, weight, and thickness.

Pricing is subject to change. Customers will be notified in advance of any updates.

Pick-Up & Drop-Off Schedule:

- Pick-Up Times: Twice a week - varies based on specific property.
- Drop-Off Times: Twice a week - varies based on specific property.

Location:

- Leave laundry at your door for collection, or request a knock for hand-off. Alternatively, you may provide consent for entry to collect or drop off items at your apartment entrance. If you have a doorman, you may leave it with them as well.

Delays:

Pick-ups and drop-offs vary based on the delivery personnel's availability. Delays may occur during peak service periods or due to high demand. Laundry Day NYC LLC will not be held responsible for any inconvenience or liability caused by such delays.

Payment Terms:

- Stripe Payments: Secure payment links are included with each invoice.
- AutoPay Enrollment: Automatically activated after your first use (opt-out available).
- Prepayment Option: Prepay and use credits for future services.

Payment Deadlines:

Invoices must be settled within 24 hours of receipt. Late payments will incur a 5% weekly late fee until the outstanding balance is paid. Service suspension applies to accounts with unpaid balances.

Right to Recover Damages:

Unpaid invoices beyond 5 days may incur additional fees, and Laundry Day NYC LLC reserves the right to seek legal remedies for recovery.

Refund Policy:

We do not offer refunds for laundry services. For service issues, please contact us promptly to resolve them.

Acknowledgment of Terms:

By using Laundry Day NYC LLC services, you agree to these terms, including the following:

Price Changes:

- Laundry Day NYC LLC reserves the right to adjust pricing at any time. Notifications of such changes will be provided.

Payment Authorization:

- You authorize us to charge your payment method for rendered services, including late fees.

No Liability for Damage:

- Laundry Day NYC LLC is a third-party service provider and assumes no liability for loss, damage, or issues arising during the cleaning process. You accept all associated risks.

Third-Party Claims:

- Any claims regarding cleaning services must be directed to the third-party vendor, not Laundry Day NYC LLC.

Indemnity:

- You agree to indemnify and hold harmless Laundry Day NYC LLC, its employees, and agents from claims, damages, or liabilities arising from your use of our services, including claims brought by third parties.

Risk Acknowledgment:

- You accept all risks associated with handling and cleaning your items. Remove delicate or valuable items before sending them.

Modification of Terms:

- These terms are subject to change. Continued service use constitutes acceptance of updated terms.

Limitation of Liability:

- Laundry Day NYC LLC's liability is limited to the value of the laundry service provided for the specific transaction in question.

Force Majeure:

- Laundry Day NYC LLC is not liable for delays, interruptions, or failures to provide services due to circumstances beyond our reasonable control, including acts of God, pandemics, natural disasters, or third-party service disruptions.

Pickup and Drop-Off Authorization:

- Laundry Day NYC LLC is not liable for theft, damage, or loss of items left unattended for pickup or delivery.
- We are also not responsible for any damages arising from authorized entry to your premises for pickup or delivery.

Governing Law and Jurisdiction:

- These terms are governed by the laws of the State of New York. Any disputes arising from these terms shall be resolved exclusively in the courts located in New York County, New York.

Dispute Resolution:

- Any disputes will be resolved through binding arbitration in accordance with the rules of the American Arbitration Association. By agreeing to these terms, you waive your right to file a lawsuit in court or participate in a class action.

Acknowledgment of Terms:

By providing your phone number or email address during sign-up, invoice payment, or any other communication with Laundry Day NYC LLC, you consent to receive transactional and service-related messages from us. These messages may include but are not limited to:

- Pickup and delivery reminders
- Service confirmations or updates
- Promotions or new service announcements

We collect and store this consent electronically and may use screenshots, email submissions, or webpage logs to demonstrate the opt-in process if required. By continuing to use our services, you confirm that you have willingly provided consent to be contacted.

You may opt out of promotional messages at any time by replying “STOP” or contacting us at laundrydaynyc@gmail.com.

