# WashWave LLC Terms of Service

Part 1. Process of business

a. WashWave will charge customers a total of $49 for 4 weeks of service, or $14.75 for one laundry pickup. Within the 4 weeks, one load of laundry will be handled each week. Up to four additional loads of laundry may be added within the 4 weeks for no extra charge.
b. If the customer goes over 8 loads in total over the 4-week period, they will be charged an extra $9 per load.
c. The laundry submitted by a customer must be their own.
d. WashWave is expected to:
    i. Pick up customer laundry, from a specified location
    ii. Wash, dry, and fold said laundry, using either instructions from the customer or basic methodology if no instructions are specified. Basic methodology is defined as:
        1. Wash on cold, with unscented laundry detergent
        2. Dry on low heat for 1 hour
    iii. Return all customer laundry at an agreed upon time.

Part 2. Customer protections

a. Washwave will never purposefully disclose any personal information about customers, without prior agreement from both parties.
b. Washwave representatives are expected to handle laundry in a careful and nondamaging manner.

c. Washwave is expected to accommodate the preferences specified by the customer.

Part 3. Liability

a. All customers are expected to provide laundry that is safe to handle. Safe to handle is defined as:
    i. Free of any sharp or hazardous objects
    ii. Free of any bodily fluids
    iii. Free of any potentially hazardous substances, chemicals or other materials
b. If laundry is not safe to handle, the customer must disclose this to Washwave representatives immediately. WashWave has the right to return unsafe laundry unwashed.
c. Customers may not send dry-clean only items, leather clothing, wool clothing, or any clothing that would need hand washing.
d. Customers are responsible for indicating laundry that is delicate or prone to damage.
e. Washwave is expected to return laundry that is safe to handle.
f. If customer clothing is lost or damaged while in the possession of WashWave, customers will be refunded the fair value of the lost items, up to $100. This must either be brought up by WashWave, or by the customer, within 7 days of the original incident.
g. Washwave has the right to refuse service to any customer at any time, with or without a specified reason.

3. Acceptance of terms of service

a. WashWave is able to update its Terms of Service, notifying customers via email. Orders currently in progress are not affected. Use of WashWave services is seen as an acceptance of terms of service.
b. These terms of service are effective starting 11/1/2026.
c. For any questions regarding the content of the terms of service, contact washwavelaundry@gmail.com