



5500 Madison Ave- Suite D- Sacramento, CA 95841

## TERMS OF SERVICE & POLICIES

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### DRY CLEAN AND LAUNDRY POLICY:

We exercise utmost care in cleaning and processing garments entrusted to us and use such processes that are best suited to the nature and conditions of each individual garment. Nevertheless, we cannot assume responsibility for inherent weaknesses or defects in materials which may result in tears or development of small holes in fabric that are not readily apparent prior to processing.

In dry cleaning and laundering, we cannot guarantee against color loss, color bleeding, and shrinkage; or against damage to weak and tender fabrics. Responsibility is also disclaimed for appliqués, trimmings, buckles, beads, buttons, bells and sequins. It is your responsibility to check your order for any misplaced, missing and/or incorrect garments. We are not responsible once you leave the premises. Spotting is done at customers own risk. We do not guarantee spot removal but we promise we will try our best.

### RE-CLEANING POLICY:

Within two (2) days after receiving your order, you may return any dry cleaned or laundered items if you are not completely satisfied with the quality of our cleaning, and we will re-clean them free of charge.

### REFUND POLICY:

Liability shall not exceed ten (10) times our charge for cleaning that garment regardless of brand or condition. This excludes bridal gowns, household items and/or leather/suede items.

### *WE ARE NOT RESPONSIBLE FOR THE FOLLOWING:*

- Damage to weak and tender fabrics.
- Appliqués, trimmings, buckles, beads, buttons, bells, and sequins.
- Color loss, color bleeding, and shrinkage; or against damage to weak and tender fabrics, including silk.
- Weaknesses or defects in materials which may result in tears or development of small holes in fabric that are not readily apparent prior to processing.
- Lost buttons, damaged buttons, glued items, beads, elastic bands, and shrinkage caused by laundering or dry cleaning.
- Items that have no care tags. Cleaning will be done at your own risk.
- Ink stains due to pens and trinkets left in pockets.
- Items that are left in clothing, i.e. keys in pockets.
- Items left over 30 days, lost, or damaged.
- Damaged garments due to your cleaning instructions. For example, the care tag says machine wash only and you want to dry clean the garment instead. Cleaning will be done at your risk.

### HOUSEHOLD, BRIDAL GOWNS & HOUSEHOLD ITEMS:

- All bridal gowns, household items, leather and suede garments are cleaned 100% at customer's own risk. **Refunds will not be issued under any circumstance.**
- We are unable to pre-spot/pre-treat stains on household items. We do not press household items.

### ALTERATIONS AND TUXEDO RENTALS

- No refunds will be given on deposits for tuxedo rentals, purchases or alterations. No refund will be given if the ordered tuxedo has already been delivered. No exceptions.



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- Within three (3) days after receiving your order, you may return any garment if you are not completely satisfied with the quality of our tailoring and we will do our best to satisfy your needs.

**IMPORTANT INFORMATION:**

- All services are prepaid. No Exceptions.
- In extremely rare occurrences, if a garment has been misplaced we ask you kindly to give us 30 days to find your garment. If we are unable to locate your item, a refund will be issued based on our refund policy.

SERVICES WILL BE PERFORMED ONLY AT THE TERMS MENTIONED ABOVE.