

SUNSET SUDS LAUNDRY CO.

Refund & Cancellation Policy

Effective Date: July 2, 2026

Overview

This Refund & Cancellation Policy applies to Sunset Suds Laundry Co. website inquiries, service requests, recurring memberships, commercial laundry orders, pickup/delivery services, and related fees.

By requesting service, submitting an onboarding form, signing a service agreement, creating an account, or making payment, you agree to this policy.

1. General Policy

Sunset Suds Laundry Co. provides scheduled commercial wash-and-fold pickup, delivery, and laundry coordination services. Because our services require route scheduling, pickup coordination, vendor coordination, labor, transportation, and reserved service capacity, payments may be non-refundable once service has started, a billing period has begun, or route/vendor resources have been committed.

Refunds, credits, or adjustments may be provided at Sunset Suds' discretion or as required by law.

2. Membership Fees

The Recurring Member Plan is billed at \$97 per month unless otherwise agreed in writing. Membership fees provide access to reduced member pricing, reduced pickup/delivery fees, and priority scheduling consideration.

Membership does not include free laundry, unlimited laundry, free pickup, free delivery, same-day service, or guaranteed route availability. Membership fees are non-refundable once the billing period begins.

If a client cancels membership after the billing period has started, membership benefits may remain active until the end of the current billing period, unless service is terminated earlier due to nonpayment, unsafe laundry, policy violation, or breach of agreement.

3. Membership Cancellation

Clients may cancel membership with 14 days' written notice before the next billing cycle. Cancellation requests should be sent by email to ask@sunsetsudslaundry.com or through the client portal if available.

If cancellation notice is not received at least 14 days before the next billing cycle, the next monthly membership fee may still be charged. If membership is canceled, paused, unpaid, or not renewed, the client will return to non-member pricing.

4. Laundry Service Charges

Laundry service charges include per-pound laundry charges, minimum order charges, minimum billable weight charges, pickup/delivery fees, priority fees, special handling fees, redelivery fees, missed pickup fees, failed delivery fees, and other approved service charges.

Once laundry has been picked up, dropped off to a vendor, processed, delivered, or otherwise serviced, laundry service charges are generally non-refundable. Sunset Suds may provide a credit, reprocessing, discount, or adjustment if we determine that a service issue occurred and the issue is covered by the applicable service agreement or policy.

5. Minimum Orders and Minimum Billable Weight

Standard Core Service has a \$115 minimum order before pickup/delivery fee. Priority Service has a \$200 minimum order before pickup/delivery fee. Member Standard and Member Priority services have a 40 lb minimum billable weight per order.

If a member order weighs less than 40 lbs, the order may still be billed as 40 lbs, plus the applicable pickup/delivery fee. Minimums are not waived simply because an order weighs less than expected.

6. Pickup/Delivery Fees

Pickup/delivery fees are charged in addition to laundry weight charges unless otherwise agreed in writing.

Pickup/delivery fees help cover route time, pickup coordination, vendor drop-off, vendor pickup, delivery coordination, fuel, vehicle use, access instructions, order documentation, and delivery confirmation.

Pickup/delivery fees may be non-refundable once a route has been started, pickup has been attempted, delivery has been attempted, or route resources have been committed.

7. Cancellations Before Pickup

Clients should provide at least 24 hours' notice to cancel or reschedule a pickup. If cancellation is received before the route begins, Sunset Suds may reschedule without penalty, subject to availability.

If cancellation is received after the route begins, a missed pickup fee, route fee, or cancellation fee may apply. Repeated cancellations may result in loss of preferred scheduling, additional fees, service pause, or termination.

8. Missed Pickups and Failed Deliveries

Missed pickups, failed deliveries, redelivery requests, waiting time, access issues, incorrect instructions, unsafe locations, or unavailable laundry may result in additional fees. These fees are generally non-refundable when the issue is caused by client access problems, incorrect information, laundry not being ready, unsafe conditions, or client delay.

9. Priority Service

Priority Service is subject to route availability and vendor capacity. Priority turnaround targets are 1-2 business days, but turnaround may be affected by weather, route issues, vendor capacity, holidays, peak volume, unsafe laundry, access issues, or other conditions outside Sunset Suds' reasonable control.

Priority fees may be non-refundable once the priority order has been picked up, routed, processed, or assigned to vendor capacity.

10. Prohibited or Unsafe Laundry

Sunset Suds does not accept medical, biohazard, pest-infested, mold-infested, hazardous, heavily contaminated, or otherwise prohibited laundry under standard service.

If prohibited or unsafe laundry is submitted, service may be refused, delayed, returned, quarantined, or canceled. Clients may be responsible for additional handling fees, return fees, vendor rejection fees, cleaning fees, disposal fees where permitted, administrative fees, or route disruption costs.

Refunds may be denied when service cannot be completed because the client submitted prohibited, unsafe, improperly bagged, contaminated, pest-infested, mold-infested, hazardous, or out-of-scope laundry.

11. Lost, Damaged, or Missing Items

Claims for lost, damaged, missing, mixed, or incorrect items must be reported within the claim window stated in the Commercial Laundry Service Agreement. Refunds or reimbursements are governed by the Commercial Laundry Service Agreement and related policies.

Sunset Suds is not responsible for normal wear and tear, pre-existing damage, weak fabric, manufacturer defects, shrinkage, color bleeding, items left in pockets, unlabeled items, improper care labels, or specialty items not disclosed before pickup. Sunset Suds does not guarantee stain removal.

12. No Refund for Business Interruption

Sunset Suds is not responsible for indirect losses, including lost bookings, lost rental income, guest complaints, business interruption, replacement guest costs, staff delays, cleaning team delays, reputation harm, lost revenue, or operational disruption.

Any service credits, refunds, or reimbursements are limited by the applicable service agreement and related policies.

13. Chargebacks

Clients agree to contact Sunset Suds first to resolve billing concerns before initiating a chargeback. If a chargeback is filed for a valid service charge, Sunset Suds may pause service, terminate service, pursue collection, and recover chargeback fees, collection costs, or other amounts permitted by law or agreement.

14. Refund Method

Approved refunds, if any, may be issued to the original payment method, account credit, invoice adjustment, or another method approved by Sunset Suds. Processing times may vary depending on the payment provider.

15. Policy Changes

Sunset Suds may update this Refund & Cancellation Policy at any time. Updated versions will be posted on the website with a revised effective date. Changes will not affect completed orders already invoiced before the effective date of the updated policy unless required by law.

16. Contact

Questions about refunds, cancellations, membership cancellation, billing, or service charges may be sent to: Sunset Suds Laundry Co., ask@sunsetsudslaundry.com, sunsetsudslaundry.com.