

SUNSET SUDS LAUNDRY CO.

Website Terms of Service

Effective Date: July 2, 2026

Welcome

Welcome to Sunset Suds Laundry Co. These Website Terms of Service ("Terms") govern your access to and use of sunsetsudslaundry.com, any related online forms, service request pages, client onboarding forms, payment links, account setup pages, and other digital services operated by Sunset Suds Laundry Co. ("Sunset Suds," "we," "us," or "our").

By using our website, submitting a form, requesting service, creating an account, or communicating with us through the website, you agree to these Terms. If you do not agree with these Terms, please do not use the website or submit information through it.

1. About Sunset Suds

Sunset Suds Laundry Co. provides scheduled commercial wash-and-fold pickup, delivery, and laundry coordination services for approved business clients.

- Commercial laundry pickup
- Commercial wash-and-fold coordination
- Laundry delivery
- Vendor laundry processing coordination
- Recurring service plans
- Priority service options
- Client onboarding and account setup

Sunset Suds is not a dry cleaner, medical laundry provider, biohazard laundry provider, or restoration laundry provider under our standard service.

2. Website Use

You may use this website to learn about Sunset Suds services, submit an inquiry, complete an onboarding form, request commercial laundry service review, communicate with Sunset Suds, access service information, access future client portal tools if available, and review policies and service terms.

You agree not to use this website for unlawful, harmful, fraudulent, abusive, or unauthorized purposes.

3. No Guaranteed Service Approval

Submitting a form or inquiry through the website does not guarantee service approval. All service requests are subject to service area availability, route availability, vendor capacity, client eligibility, signed service agreement, payment setup, operational review, and safety/compliance review.

Sunset Suds may decline service at its discretion.

4. Commercial Service Only

Sunset Suds primarily serves commercial and business clients, including approved short-term rental operators, property managers, gyms, spas, salons, boutique lodging providers, cleaning companies, and other approved business accounts. Residential service may be limited, unavailable, or offered only by separate written agreement.

5. Service Descriptions

We make reasonable efforts to describe our services accurately. However, service descriptions, pricing, turnaround targets, availability, and policies may change.

Turnaround times listed on the website are service targets and are not guaranteed unless separately agreed in writing.

- Standard turnaround target: 2-3 business days
- Priority turnaround target: 1-2 business days

Turnaround may be affected by vendor capacity, route availability, holidays, weather, peak season volume, access issues, unsafe laundry, improper bagging, payment delays, or other conditions outside our reasonable control.

6. Pricing

Website pricing may include standard service pricing, priority service pricing, recurring member pricing, minimum order amounts, minimum billable weights, pickup/delivery fees, and additional fees.

- Standard Core Service - \$3.75/lb, \$115 minimum order before pickup/delivery fee, plus \$50 pickup/delivery fee
- Priority Service - \$4.75/lb, \$200 minimum order before pickup/delivery fee, plus \$70 pickup/delivery fee
- Recurring Member Plan - \$97/month plus reduced member rates
- Member Standard - \$2.75/lb, 40 lb minimum billable weight per order, plus \$30 pickup/delivery fee
- Member Priority - \$3.75/lb, 40 lb minimum billable weight per order, plus \$40 pickup/delivery fee

Pricing shown on the website is for general informational purposes and may be updated. Final service pricing may be confirmed through a written agreement, pricing sheet, service addendum, invoice, or client portal.

7. Pickup and Delivery Fees

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

Pickup/delivery fees help cover route coordination, pickup time, delivery time, vendor drop-off, vendor pickup, fuel, vehicle use, access coordination, order documentation, and delivery confirmation. Scheduled pickup and delivery are available with approved service options.

8. Membership

The Recurring Member Plan gives approved clients access to reduced per-pound laundry pricing, reduced pickup/delivery fees, and priority scheduling consideration.

Membership does not include free laundry, unlimited laundry, free pickup, free delivery, guaranteed same-day service, or guaranteed route availability.

Member orders are subject to 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.

Membership fees are non-refundable once the billing period begins unless otherwise required by law or agreed in writing.

9. Prohibited Laundry

Sunset Suds does not accept the following under standard service:

- Medical laundry
- Biohazard laundry
- Blood-soaked items
- Bodily-fluid-contaminated items beyond normal commercial use
- Items saturated with urine, feces, vomit, blood, or other bodily fluids
- Laundry containing needles, sharps, blades, broken glass, or medical waste
- Pest-infested laundry
- Mold-infested or mildew-heavy laundry
- Fire, smoke, chemical, or restoration laundry
- Items contaminated with hazardous substances
- Items containing human or animal waste
- Items requiring healthcare, hospital, isolation, or infection-control processing
- Items requiring dry cleaning, pressing, alterations, repairs, or specialty treatment
- Items with excessive debris, food, sand, trash, or non-laundry materials
- Items that may damage equipment, contaminate other laundry, or create a safety risk

Sunset Suds may refuse, return, delay, quarantine, or discontinue service for laundry that appears unsafe, prohibited, improperly bagged, hazardous, contaminated, or outside the scope of standard service.

10. Client Responsibilities

Clients are responsible for providing accurate contact information, providing accurate pickup and delivery instructions, keeping access codes and property details current, bagging laundry before pickup, removing trash/personal items/non-laundry items, labeling items when needed, disclosing special handling concerns before pickup, keeping prohibited laundry out of standard service orders, paying invoices and fees on time, and maintaining enough backup inventory for business operations.

Sunset Suds is not responsible for delays, failed pickups, failed deliveries, vendor delays, business interruption, or guest/property issues caused by inaccurate information, access issues, unsafe laundry, payment delays, or client failure to follow service instructions.

11. Client Portal and Account Access

Sunset Suds may offer access to a client portal or online account system. If a portal is provided, clients are responsible for keeping login credentials secure, updating account information, reviewing service details, completing payment setup, not sharing account access with unauthorized users, and not misusing the portal or attempting unauthorized access.

Temporary login credentials may be provided during account setup. Clients should update temporary passwords promptly when instructed. Sunset Suds may suspend or terminate portal access for misuse, nonpayment, unauthorized activity, security concerns, or termination of service.

12. Payments

Payments may be processed through third-party payment processors, invoice links, ACH, card payment, or other approved payment methods. Sunset Suds does not guarantee that all payment methods will be available to every client.

Clients are responsible for keeping payment information accurate and current. Service may be paused, delayed, rescheduled, or refused if payment is late, payment fails, chargebacks occur, invoices remain unpaid, or account standing is not current.

13. Third-Party Vendors

Sunset Suds may use approved third-party laundromats, commercial laundry facilities, vendors, drivers, payment processors, software providers, and other service providers to support laundry operations, scheduling, communication, payment, and delivery. By using Sunset Suds services, clients understand that laundry orders may be processed by approved laundry partners or subcontracted facilities.

14. Website Content

All website content, including text, graphics, logos, branding, images, service descriptions, pricing layout, forms, and business materials, belongs to Sunset Suds or is used with permission. You may not copy, reproduce, sell, republish, or misuse Sunset Suds content without written permission.

15. No Warranty

The website and website content are provided on an "as available" basis. Sunset Suds does not guarantee that the website will be uninterrupted, error-free, secure, or available at all times. We may update, modify, suspend, or remove website content at any time.

16. Limitation of Liability

To the fullest extent permitted by law, Sunset Suds is not liable for indirect, incidental, consequential, special, punitive, or exemplary damages arising from website use, service inquiries, account setup, service delays, missed pickups, failed deliveries, vendor delays, business interruption, lost revenue, lost bookings, or operational disruptions.

Any service-related liability is governed by the applicable Commercial Laundry Service Agreement, Pricing Sheet & Service Addendum, and related policies.

17. Communications

By submitting a form, requesting service, or creating an account, you authorize Sunset Suds to contact you by email, phone, or text regarding your inquiry, onboarding, service setup, pickup/delivery coordination, invoices, account updates, and related service communications.

You may opt out of marketing communications where applicable. Opting out of marketing messages does not prevent Sunset Suds from sending necessary service-related communications for active accounts, invoices, pickup/delivery coordination, or account status.

18. Changes to These Terms

Sunset Suds may update these Terms at any time. Updated Terms will be posted on the website with a revised effective date. Your continued use of the website after changes are posted means you accept the updated Terms.

19. Governing Law

These Terms are governed by the laws of the State of Florida, without regard to conflict of law principles.

20. Contact

Questions about these Terms may be sent to: Sunset Suds Laundry Co., ask@sunsetsudslaundry.com, sunsetsudslaundry.com.