



## “How we do business”

### Turn Around Time

- Clothes are ready after 2 pm on the due day
- Laundry
  - 2 ½ business days (excluding weekends)
- Dry Cleaning
  - 2 ½ business days (excluding weekends)
- Alterations
  - 2 days—Monday Wednesday, Friday
    - i.e., drop off on Monday, garment will be returned on Wednesday
- Bed Linens
  - 1 week—Saturday-to-Saturday
- Rugs
  - Wednesday-to-Wednesday
- Garments can be returned sooner than the due date—Special Service for \$5.00, a flat fee will be added to the order.

- The shirt is individually finished by hand with iron in detail.
- Machine Press \$2.00
  - The shirt is received the way it is removed from the machine without being finished—depending on fabric, it may have wrinkles on front placket, sleeves, and elsewhere.
- Boxed Shirts \$4.00
  - Shirt is hand-finished and packaged in plastic sleeve and cardboard box.
- Women’s Blouses \$7.00 & up
  - The shirt is individually finished by hand with iron in detail. No machine press offered.
- Repairing button(s) is a charge—otherwise; if you do not want us to repair the shirt please advise us when dropping off order.

### Pick Up and Delivery Service

- We deliver to home, office and business locations.
- Pick up and Delivery service is currently \$10.00 per week, your account is charged whether garments are picked up or not.
- Residential delivery may be dropped off at the customer’s requested location. I.e., Garage, front or back door.
- Business delivery should be a designated location in your office/building. It is our preference not to disturb the customer during business hours. Bags & customer info cards may be provided upon request.
- Deliver to the following areas:
  - Monday—Palo Alto
  - Tuesday—Woodside, Los Altos, Sunnyvale, Lindenwood
  - Wednesday—Menlo Park
  - Thursday—Palo Alto, Menlo Park
  - Friday—Palo Alto, Atherton

### Shirts

- Hand-Finished \$3.00

### Methods of Payment

- Cash
- Check
- VISA
- MasterCard
- Customer charge account

We exercise the utmost care in cleaning clothes entrusted to us and use such processes, which, in our opinion, are best suited to the nature and condition of each individual article. Nevertheless, we cannot assume responsibility for inherent weaknesses of or defects in materials that are not readily apparent prior to cleaning. We cannot guarantee against color loss and shrinkage; or against damage to weak or tender fabrics.

**Items left over 30 days will be donated to charity.**

**Store Hours: Monday through Friday: 7:30 am to 6:30 pm  
Saturday: 9 am to 5 pm**