

# FOSTER CLEANING SERVICE

## FLUFF AND FOLD FAQ'S

### **How long does your laundry service take?**

Return of your laundry occurs within 48 hours, depending upon weather and road conditions.

### **Do I have to be home for the pickup and delivery?**

No. Most of our customers leave their items near their front doors where our drivers can find them. Or, you can tell us if you'll leave your laundry in a special place (at the back door, etc.) and we'll leave your laundry in the same spot. At your direction, we'll only deliver if someone answers the door.

### **Is there a charge or minimum amount for pickup?**

Foster Cleaning Service requires a minimum weight of 20lbs. There is no charge for pickup or delivery of your laundry. Fill the bag(s) with clothes, sheets, towels or anything else you want washed, dried and folded. We ask that you do not overstuff and pull the drawstring closed. Comforters, quilts, bed blankets, etc. have separate pricing.

### **What if I need to cancel a scheduled pickup?**

Please call us by 8 pm the night before your scheduled pickup at 701-491-0844. This is especially important if you've scheduled regular weekly pickups and don't need a pickup.

We charge a \$10 fee if we come to your address and, through no fault of our own, we cannot complete a pickup or delivery. The most common example of an empty run is when a customer forgets to put out the laundry before leaving for work, and also forgets to call and cancel the pick-up. \*\*\*

### **What are my payment options?**

Foster Cleaning Service accepts Visa and MasterCard credit/debit cards that you give us when you schedule your first pickup. You will not need to re-enter your credit card for future pickups – card numbers are encrypted and securely stored at industry-leading Authorize.Net (not on our servers and we can only access the last four digits). We do not collect payment before we process your order.

### **When does my credit card get charged?**

Once your order arrives at our facility, it will be checked in and charged at that time. If we can't successfully charge the credit card selected for the order, we will hold the order and contact you.

### **How do you weigh my laundry? I want to make sure I don't get ripped off!**

Simple: We weigh your laundry, bag and all, on a trade-certified scale. Below the 1/2 lb. increment, we round down. Above the 1/2 lb. increment, we round up. That way, you never pay for the weight of the bag just because of it pushed you over the next pound. So, if you have a 20.4 lb load, we'll charge you for 20 lbs. If it's 20.5, we'll charge you for 21 lbs.

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### **When do I find out what my order amount is?**

The final weight and price will be set when we weigh it on our scale. We will notify you either email or text with final cost.

### **What if I have a problem with my laundry order?**

Should there be an issue, call us immediately and we'll make every effort to resolve the matter. Please understand that some issues, like persistent stains, may not be able to be resolved regardless of cleaning products and our efforts.

### **What if I make a mistake when I place my order?**

We want to make sure we get this right, so you will need to send us a mail or call us when you need to make a change.

### **Do you wash delicate items?**

Please do not include any items that could potentially be damaged if machine washed, dried and folded.

### **I like unscented detergent. Will you record my preferences?**

Yes, of course. When you place your first order it's easy to tell us your preferences for your wash & fold laundry -- even your pickup and delivery! We'll remember and do things that way unless you change your preferences later.

### **Can I manage my laundry services requests via the Internet?**

Absolutely! Email us at [laundry@fostercleaningservice.com](mailto:laundry@fostercleaningservice.com), text us or call us at 701-491-0844.

### **Do you have holiday schedules?**

Holidays often require changes to our pick-up and delivery routines. For your convenience, we try to notify you of holiday changes to schedules two weeks ahead of time.

### **Will my information be kept confidential and safe?**

Definitely! Foster Cleaning Service makes every effort to protect your information in strict confidentiality. We do not and will not sell or provide data to any third parties; it's only used to manage your order requests.