

## **DRY CLEANING**

Customers wanting certain items dry cleaned must follow the following procedure in order to ensure service. Please be aware that the cost of dry cleaning is not included with the regular laundry service price. Dry cleaning must be paid for in \$10 increments prior to pick up. Please see the billing section below for more details.

Procedure for having your items dry cleaned - Please place your dry cleaning items in a disposable plastic bag clearly labeled PSLA DRY CLEANING along with a slip of paper containing the customer's NAME, CAMPUS ADDRESS, and PHONE NUMBER. It is imperative that this information be included with your items to ensure the return of items to the proper owner.

Placement of Dry Cleaning Bag - Dry cleaning bags must be clearly placed outside the customer's door on the day of regular pick-up. Dry cleaning bags **MUST NOT** be placed in regular PSLA issued laundry bags. Dry cleaning bags not in clear view will not be cleaned. PSLA is not responsible for lost items left outside of the door.

Delivery - In general, all dry-cleaning that is picked up on a given day, either Monday or Thursday, will follow the same, previously mentioned delivery schedule as the laundry bags. However, in some cases where the work load on the dry-cleaners is heavy, please allow up to one week for delivery.

Billing - Dry cleaning must be purchased in \$10 increments before the service is received. The actual cost of the dry cleaning will be deducted from the customer's balance, and any remaining credit may be used for future dry cleaning. In the case of an insufficient balance, the customer will be informed by email. If an insufficient balance persists for two weeks, the credit card on file will be charged the remainder of the balance, and a \$10 fine will be assessed.

Items Requiring Special Care - Special instructions for dry cleaning items must be legibly written on the slip of paper with your name, address, and phone number. PSLA is not responsible for miscommunication caused by handwriting that is illegible.