

# ***Wash and Fold Pick-Up and Delivery details***

## **Convenient Service**

Enjoy the convenience of our FREE pickup and delivery service. Our professional route drivers will come by your home, residence, or office to pick up your personalized King Kleaners bag and return your finished garments on the next scheduled delivery day.

Have questions? See below our pickup and delivery [FAQs](#) for more information on our route program!

Still have questions? Contact us by email [service@kingskleaners.com](mailto:service@kingskleaners.com) or by phone at (810) 231-4059.

### **GENERAL FAQ's**

#### **Is there an extra charge for the service or a monthly fee?**

There are no hidden fees or extra charges for our pickup and delivery service; you simply pay for the cleaning charge of each garment or per bag charge for wash and fold.

#### **Can you pickup or drop off my cleaning if I am not home?**

Of course! Just like any other order, simply leave it on your front step and we will grab it. We also provide you with a free hook to hang on your door to ensure your clean clothes are delivered in the same, protected location every time.

#### **What if I don't need dry cleaning or wash and fold twice a week?**

Not a problem! We have set up this service to be used at your convenience, so you only use us when you need us.

#### **What services do you offer through pickup and delivery?**

If it's a service we offer in-store, it's a service we offer through pickup and delivery. Whether you need dry cleaning, bedding, laundry, or even a wedding dress, we will be more than happy to pick it up.

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### **Can you do alterations and repairs?**

Yes, we do offer alterations and repairs. Just write down the alteration and/or repairs you want done and attach it to the garment before you put it in your bag. (Additional instructions or clarification maybe needed; we will contact you if needed)

### **What if it rains?**

We deliver your clothes in protective covers, so rainy days are rarely a problem. That being said, we prefer to hang your clothes under an overhang of sorts, so if you do not have one, we can hold your items until the next delivery day.

If the weather is severe, we will hold your order until your next scheduled delivery day. You can also choose an alternative delivery spot such as a garage or back porch where we can deliver in inclement weather.

### **How do I pay?**

You will provide us with your credit card information, and we will bill you automatically.

## **DRY CLEANING SERVICES FAQ's**

### **Is there a minimum unit count in an order?**

No, we have no minimum requirement. Our service was designed to be used frequently, so smaller orders are most common. Once you get in the habit of having orders picked up every week, you'll love the service!

## **WASH AND FOLD SERVICES FAQ's**

### **How do I get started?**

Contact us by phone, email or our webpage contact form and we will contact you to set-up the service to your preferences.

### **How do I get my personalized King Kleeners bag?**

When we contact you to set-up the service to your preferences, we will determine the best way to get your bag to you. The most common way is for us to drop it off to you.

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### **I don't know what size Wash and Fold bag to get started with?**

Our smaller \$25 bag will hold up to 2 loads of laundry or about 25 lbs. The larger \$40 bag is a better value over all and will hold a family -sized amount of laundry. (The larger size holds up to 4 loads of laundry or about 40 lbs.)

### **What if I have wanted my clothes washed or dried a specific way?**

We will to our best to accommodate your request for how you like your garments to be cleaned and folded, please inform us of your request and we'll continue to meet or excide your expectations.