

Please read carefully Here at Morrison Dry Cleaners and Alterations we make it our goal to give our customers simple and outstanding service. We strive to give your garments the care they deserve. We use the most modern equipment and products available to process and clean your clothes with the utmost care and quality. However, due to problems that can arise from 'normal wear and tear,' we cannot assume the responsibility if inferior articles of clothing are damaged during our cleaning process. This is including, but not limited to, special care items, including suede, leather, and fur.

By opening an account and using the services provided by Morrison Dry Cleaners and Alterations you signify that you accept the terms and conditions set forth. These terms and conditions are subject to change, it is the responsibility for you as customer to stay up to date with the changes, and to review these terms prior to the payment of any of our services.

If you as the customer are not 100% satisfied with our services, if any of your items are missing or damaged, you are responsible to report a claim by contacting us at www.morrisondrycleaners.com or by calling us at 704-995-0054. The claim must be filed within 24 hours after you have received the clothes back. After the 24 hours, there will be no refunds given and you will not be able to file a claim. If you as the customer wish to report any claim, you must provide a specific description of that piece of clothing. Because we handle numerous amounts of garments, we will truly be unsure of your claim if you do not do so. It will be your responsibility to report the specific type of garment, the specific brand, the specific color, and the specific size. While we will do our best to investigate these claims, we will take no responsibility to these claims involving missing or stolen garments. We find that the majority of these claims are in fact the fault of the customer, misplacing their own items. It is the customer's responsibility to keep a detailed list of the clothes they provide us with cleaning. We do our best to carefully inspect and tag each piece of clothing in order to prevent these mishaps. It will ultimately be your responsibility as a customer to identify the items you provide us.

Morrison Dry Cleaners and Alterations reserves the right to donate any clothes that have not been claimed. We will donate any clothes that remain unclaimed after thirty (60) calendar days from the pick-up date.

Morrison Dry Cleaners and Alterations offer two types of clothing services; a Wash & Fold (WDF) laundry service charged at a per-pound rate, and a Dry Cleaning (DC) service, charged at a per-item rate. All services will be automatically billed to your credit card on file. For the Wash & Fold laundry service, bags will be weighed before and after cleaning. Because we will not individually inspect each item within the bag, they are weighed to prevent any misplacement or loss of articles. However, there will always be a slight chance that a garment may be lost. We reserve the right to automatically bill you for the laundry service. We take pride in our services and have most items ready by the next business day. For any questions regarding next-day service please contact us at www.morrisondrycleaners.com or by calling us at 704-995-0054.

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Our storage policy applies to any customer who wishes us to store their clothes. For items sent for storage you will be billed for each Dry Cleaning item at the normal rate plus .50 cents per piece charge. Items sent for storage will be tagged differently before being vacuum sealed, packed into a separate box, and sent to our climate controlled facility. Items sent for storage will be available for up to one (1) year. After one (1) year items will be re-billed at a normal rate plus .50 cents per piece.

When you first sign up for our service we provide you with as many bags as needed. However, because of the high cost of bags if bags are lost we would have to charge between \$3-\$5 to replace each bag. For bags that suffer from damage and normal wear and tear over time we will replace the bags free of charge.

At Morrison Dry Cleaners and Alterations we will individually inspect each garment for Dry Cleaning (DC) service. Prior to service, if we find any damages to your garment, we will automatically contact you, and wait for your approval to start servicing that piece. If there are no pre-existing damages to your garments, we will automatically begin servicing them. If you choose to service the damaged garment we had previously questioned you with, we will accept no claims to additional damages to that specified garment. In addition to this, any garment deliberately torn or damaged by the customer or manufacturer, such as torn denim, will never be accepted in a claim. Keep in mind that we will always look at the tag of the garment for the manufacturers specified cleaning instructions. We will always individually inspect clothes for Dry Cleaning, however, we will not be responsible if you include a Dry Clean Only garment in the Wash & Fold laundry service. It will be your responsibility as the customer to notify us prior to service, that you have included such item in the Wash & Fold laundry service pile. To prevent the misplacement or mis-delivery of any items we take the following precautions. Orders are checked four times from the moment they are picked up. The first check is when our driver picks your clothes up, where he makes sure the bag is closed securely to prevent any items from falling out. The second time is when the clothes are being cleaned. For our Wash & Fold service all orders are individually washed and dried. For our Dry Cleaning service items are individually tagged and recorded. The third check is when the clothes have their final check before being prepped to go out on delivery. The fourth check is when the clothes are being delivered back to you, we have our drivers make sure they are at the correct address before returning the clothes.

In the event an article of clothing is damaged during this laundry service, Morrison Dry Cleaners and Alterations will only honor \$50 per claim. Morrison Dry Cleaners and Alterations will not be responsible if the total of the claim is greater than \$50. In addition to this, Morrison Dry Cleaners and Alterations will not honor any claim of a single item that is greater than \$25. There will only be a claim reimbursement of a maximum of \$25 per item, and a total of \$50 per claim. There will only be one Wash & Fold laundry service claim allowed per order. Our Wash & Fold service typically uses warm water to wash and medium heat to dry. You as the customer are able to change your preferences with the other options we offer. We will not honor any claims of shrinking, color fading, or color blending. This is a natural occurrence from the laundry process and clothes damaged from this process will not be considered in any way the responsibility of Morrison Dry Cleaners and Alterations. It is your responsibility as a

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customer to know of this natural occurring process during the use of our Wash & Fold service.

When items are handed over to us here at Morrison Dry Cleaners and Alterations we handle these said items with the utmost care. Our cleaning staff individually inspect each garment and choose the best way to clean it. Because garments have the tendency for wear and tear, we cannot be held responsible for the weaknesses that garments have due to this aspect. Items such as, but not limited to, suede, leather, and fur have the tendency to weaken over time. Responsibility must also be disclaimed for other aspects of the garments, such as trimmings, buckles, belts, beads, buttons, and sequins. In the dry cleaning process, we cannot guarantee that the garments will not shrink or change color or lose color. Morrison Dry Cleaners and Alterations will only be liable for up to ten times (5x) the cost of cleaning. The maximum compensation for a garment cleaned at the rate of \$6.95 will be \$34.75. Articles returned back to Morrison Dry Cleaners and Alterations for inspection must have all the original tags still attached. Articles without all the original tags will be deemed as no longer acceptable for a claim because it will not be in the same condition as it was when it left our cleaners.

We may re-clean some garments in question that you are not satisfied with. You as the customer must specify which garment or garments need to be re-cleaned. Garments that are being sent in for re-cleaning must have the original tag attached and separated from any other items you may wish to send in. Please place re-cleaning items in a separate marked bag. For each garment that is re-cleaned we will examine the piece to ensure it was not improperly cleaned. False claims for re-cleaning will not be honored and you will be charged for the original cost of cleaning. Items sent in for re-cleaning must be sent back within two (2) days from the day they were delivered. Any items that are indicated to be re-cleaned but sent back after two (2) days will not be honored and you will be charged for the original cost of cleaning. We examine our records and match the re-cleaning item in question with the attached tag to see that the piece in question matches ones that we had previously cleaned. You will be charged for any items sent along with the re-clean garment.

We do not promise to remove or treat any stain that is on any article of clothing. We will try our best, however, some stains will be tough to remove. However, there are some stains that have been scientifically proven to only appear in the presence of water or heat. Such stains have a sugar base, like stains from alcohol or juice. In order to test for this, the customer must first pay \$200 for the testing of the article in a lab. If Morrison Dry Cleaners and Alterations is responsible for the stain or discoloration of the article in question, then Morrison Dry Cleaners and Alterations will assume the \$200 lab charge, in addition to the reparation of the garment. If the customer is responsible for the stain or discoloration, then the customer assumes the \$200 lab charge and the claim will be resolved. No garment will be sent out for testing without the customer's consent. Morrison Dry Cleaners and Alterations will never use sugar based stains as an escape clause for damaged articles because it is easy for an expert to identify the cause of the stain.

By accepting our terms and putting your laundry into our bags and entrusting us with your clothes, you take ownership and responsibility of those items. Any disputes

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involving other parties items being cleaned using our services will be the responsibility of you the customer, because you will have accepted the ownership of those specified articles.

Here at Morrison Dry Cleaners and Alterations we take great pride in the way we wash your clothes. If you have any preferences in the way we wash your clothes, you may inform us of the way you want them to be cleaned. If you have any allergies to certain soaps or chemicals, please inform us. However, because of previous washing cycles using the machines, we cannot guarantee that the clothes will not be mixed together with the soaps and chemicals you are allergic to. We also will not accept any responsibility to any form of allergic reaction caused by the soaps and chemicals we use. This will also apply to those soaps and chemicals that you had stated you are allergic to. We cannot be held responsible even though you had stated you were allergic.

We make sure to check each individual item here at Morrison Dry Cleaners and Alterations. Our Wash & Fold Laundry Service is weighed twice, prior to washing and after washing. However, we cannot be held responsible in anyway, including financially, to items that have been left in a customer's article of clothing. These items include, but are not limited to, cash, jewelry, or credit cards. We urge you to please check and re-check your garments before handing them over to us in order to avoid the mistake of misplacing your valuables. We cannot be held responsible for valuables leftover in the garments by you when we come to pick them up.

It is your responsibility as a customer to remain honest. We will not be held responsible if you file any false claims, and will seek reasonable and appropriate compensation if you had any intention in harming the reputation of Morrison Dry Cleaners and Alterations. Because there are human errors involved in service, if you have received any item because it was mis-delivered to you then it will be your responsibility to notify us and return it. If you were to keep it in any way, then you will be held responsible for compensating us. We reserve the right to change these terms at any time and have the right to refuse service for anyone at any time. Our information will be available to you online on our Web site. You will be able to find our operation times and prices.

If you have any questions regarding this agreement, please contact us at www.morrisondrycleaners.com or call us at 704-995-0054 or by mail 721 Gov Morrison St. Charlotte, NC 28213