Terms & Conditions

Helena's Cleaners · Kiosk drop-off & pickup and delivery service

Proposed revision: November 9, 2026 | Effective upon approval and publication

At Helena's Cleaners, we treat every garment as if it were our own. These Terms and Conditions exist to make sure we're always on the same page — so you know what to expect from us, and we know how best to serve you. By using our services, you agree to the terms below.

1. Definitions

The following terms are used throughout this document:

- **Gross Negligence** — a serious failure to exercise even the most basic level of care, going beyond an honest mistake or minor oversight. For example, a garment being lost due to a complete failure of our tracking process.
- **Willful Misconduct** — an intentional act or deliberate disregard for a customer's property or rights.
- **Base Pricing** — our standard published price for a given service, available at helenascleaners.com.
- **Ready Date** — the date your order is marked as complete and available for pickup or delivery.
- **Care Label** — the manufacturer's sewn-in instruction tag specifying how a garment should be cleaned.
- **Wash, Dry & Fold (WDF)** — our bulk laundry service, in which everything submitted in a single bag or order is washed and dried together using a standard process, without individual care-label review or garment-by-garment sorting by us.
- **Dry Clean Only Item** — any garment whose care label specifies dry cleaning, or any garment that by fabric, construction, or embellishment requires professional dry cleaning rather than bulk laundering.
- **Kiosk** — our self-service drop-off and pickup station, where customers may leave orders and collect completed orders outside of staffed hours.
- **Helena's Cleaners, we, us** — Queen Anne Cleaners, Inc., a Washington corporation doing business as Helena's Cleaners, together with its subsidiary, Washbox Laundromat, which also operates under the trade name WashboxGo.

2. How We Communicate

Helena's Cleaners serves customers two ways: through our self-service **kiosk**, and through our **route-based pickup and delivery** service. Both are supported by the same cleaning operation and the same standards of care.

You can reach us by phone, text message, or email, or by visiting our location during posted business hours. Order confirmations, ready notifications, and claim correspondence are sent by text or email based on your account preferences.

Customers are responsible for keeping their contact information current in their Helena's account. We are not responsible for missed communications due to outdated contact information.

3. Payment Terms

- By adding a payment method to your Helena's Cleaners account, you authorize Helena's Cleaners to charge that payment method for services rendered.
- Kiosk and counter orders are paid at pickup, either at the terminal or by charging the card on file when the order is complete. Pickup and delivery orders are charged to your card on file when your order reaches Ready status — the point at which all cleaning and finishing is complete and the order has been racked for delivery. Your itemized total is available in your account at that time. See Section 10, Acceptance, Payment & Disputes.
- Any pricing provided outside our published price list is an estimate only. Final pricing cannot always be confirmed until the garment is evaluated.
- We reserve the right to retain your goods until payment in full is received, consistent with Revised Code of Washington (RCW) 60.08 and 60.10.

4. Order Minimum & Delivery Fee

Helena's Cleaners does not require a 5-piece minimum for kiosk drop-off or pickup and delivery orders. Kiosk orders are not subject to a delivery fee. Any delivery fees applicable to pickup and delivery orders will be disclosed in accordance with the current service pricing.

5. Dry Cleaning & Shirt Laundry

- Helena's Cleaners follows manufacturer care labels and cannot be held responsible for damage that results from following the prescribed cleaning method.
- Helena's Cleaners accepts no liability for damage due to normal cleaning of items lacking care instructions, and accepts no liability for items treated in accordance with care labels or other instructions provided.
- Helena's Cleaners uses a steam-tunnel finishing process for most garments. Steam finishing produces a clean, natural look suitable for ready-to-wear use. If you require hand pressing, starched finishes, or sharp creases, Helena's is not the appropriate service for those garments.

- Helena's Cleaners reserves the right to refuse cleaning of any garment.

Stain & Odor Removal

- We will always do our best, but we cannot guarantee the removal of stains or odors. Success depends on many factors including the type and age of the stain, the fabric, color, and construction of the garment, and whether the item has been previously treated or washed. If we believe your garment requires a different form of cleaning that could cause harm, we will contact you by text or email for approval before proceeding.

6. Wash, Dry & Fold

- Our default Wash, Dry & Fold service uses warm water to wash and medium heat to dry. While we take reasonable care, we cannot guarantee against shrinking, color fading, or color blending when using this standard process.
- Helena's Cleaners cannot be held responsible for items left within garment pockets or any possible damage caused by items left in pockets (pens, lipstick, electronics, etc.). Please check all pockets before your items are submitted.
- Subscription plans are billed monthly in advance and are non-refundable once the billing period has begun. Unused bags do not roll over to the following month.

Sorting Your Items — Your Responsibility

Wash, Dry & Fold is a **bulk laundry service**. Everything in a Wash, Dry & Fold bag is washed and dried together using our standard process. We do not read care labels or evaluate items individually in a Wash, Dry & Fold order, and our process cannot be relied upon to identify items that do not belong there.

Sorting your laundry correctly is the customer's responsibility. Before submitting a Wash, Dry & Fold bag, please remove anything that should be dry cleaned or cleaned separately, including:

- Any item whose care label reads “Dry Clean” or “Dry Clean Only”
- Suits, sport coats, blazers, and other structured or tailored garments
- Wool, cashmere, silk, rayon, viscose, linen, and other delicate or specialty fabrics
- Leather, suede, or fur, including garments with leather or suede trim
- Beaded, sequined, embroidered, or otherwise embellished items
- Pleated garments and anything that requires pressing or a finished appearance
- Dress shirts you would like laundered and pressed rather than washed and folded
- Any item of unusual value, or of sentimental value, that you would not want machine washed and dried

If an item of this kind is placed in a Wash, Dry & Fold bag, **it will be washed and dried along with the rest of the load.** Helena's Cleaners is not responsible for shrinkage, felting, stretching, distortion, color loss, dye transfer, change in texture or finish, damage to trim, buttons, or

embellishment, or any other harm to an item that was submitted to the wrong service. **Damage, repair, and replacement claims will not be accepted for items submitted in a Wash, Dry & Fold bag that required dry cleaning or specialty care.**

This applies equally to items belonging to someone else that are included in your bag. If you are submitting laundry on behalf of another person or household, it is your responsibility to sort it.

We are not trying to be difficult about this — it is simply the nature of bulk washing. If you are ever unsure where an item belongs, leave it out of the bag and submit it as dry cleaning instead, or ask us before your order is processed. We are always glad to help you decide.

7. Alterations

- Helena's Cleaners offers straightforward alterations - hems, buttons, zippers, seam repairs, and similar services - handled by our in-house tailor. Alteration turnaround is 5 to 7 business days.
- Published base prices apply to standard alterations. Final pricing may vary depending on garment material, condition, complexity, and work required.
- If you need the price confirmed before work begins, request a quote at drop-off or through your account. An order for which a quote is requested will be held for approval, as described in Section 10. Otherwise, work may proceed without additional pricing confirmation.
- Alterations-only orders are subject to a $20 minimum. The minimum is waived when alterations are combined with any dry cleaning or laundry order.
- Helena's Cleaners is not a full-service tailor shop. We do not perform couture work, wedding gown alterations, suit reconstruction, or intricate custom work.
- Once alteration work is completed and returned, refunds or price adjustments cannot be issued for price concerns.

8. Damaged Items

- If you believe any of your items have been returned damaged, you must report the claim within 14 days of delivery or pickup.
- The item must be returned to Helena's in the condition in which it was returned to you. Claims will not be considered if the item has been worn or used since then.
- Our liability for any damage caused by Helena's shall not exceed ten (10) times our charge for cleaning that garment, with a minimum liability of $50, except in cases of gross negligence or willful misconduct.
- **Claims will not be considered for Dry Clean Only Items, or other items requiring specialty care, that were submitted in a Wash, Dry & Fold bag or order. See Section 6, Sorting Your Items.**
- A lost or damaged belt, button, or other detachable or replaceable component is valued as the component, not the garment. See Personal / Loose Items.

- Claims can be submitted via email to claims@helenascleaners.com.

9. Missing Items

- If you believe any of your items are missing, you must report the claim within 14 days of delivery or pickup.
- To create a missing item claim, you must provide a specific description of the item including type, brand, color, and size. It is the customer's responsibility to identify the items provided to us.
- We require up to 10 business days to investigate missing item claims.
- Our liability for lost garments shall not exceed ten (10) times our charge for cleaning that garment, with a minimum liability of $50, except in cases of gross negligence or willful misconduct.
- A lost or damaged belt, button, or other detachable or replaceable component is valued as the component, not the garment. See Personal / Loose Items.
- Claims can be submitted via email to claims@helenascleaners.com.

10. Acceptance, Payment & Disputes

What “acceptable” means. An order is complete and acceptable when the garments have been cleaned by the process for the service you selected, using commercial methods appropriate to the fabric and its condition and taking account of any applicable care-label instructions; finished by our standard process; and returned complete. Residual staining, odor, fading, shrinkage, texture change, or wear that is consistent with that process, the garment's age or condition, or a condition described in these Terms is not a defect. Stain and odor removal are attempted treatments, not guaranteed outcomes; we may stop treatment when further processing would risk damaging the garment, and a remaining stain or odor, by itself, does not mean the service was defective. We guarantee the cleaning process described in these Terms — not a particular cosmetic outcome or restoration to like-new condition.

No other warranty. EXCEPT AS EXPRESSLY STATED IN THESE TERMS, WE MAKE NO WARRANTY, EXPRESS OR IMPLIED, REGARDING THE RESULTS OF CLEANING, INCLUDING ANY IMPLIED WARRANTY THAT A STAIN, ODOR, OR CONDITION WILL BE REMOVED OR IMPROVED, OR OF FITNESS FOR A PARTICULAR PURPOSE.

Services are consumed on delivery. Cleaning is fully performed before your order is returned to you and cannot be returned or undone. Your remedy for any concern about results is the one described under “Your remedy” below.

Price acceptance. Submitting an order is your agreement to pay our published pricing for the services performed on it. If you want a price confirmed before work begins, request a quote at drop-off or through your account and we will hold the order for your approval. A concern about the

amount charged is a pricing dispute under the Pricing section. It is not a claim that services were defective, unacceptable, or not as described.

When you are charged, and what it means.

- *Counter and kiosk pickup:* Payment is due at pickup, either at the terminal or charged to your card on file when the order is complete. Taking possession of an order is your acceptance of it as delivered.
- *Pickup and delivery:* When your order is ready we notify you by text or email, your itemized total is available in your account, and your card on file is charged. Delivery confirmation — our driver's delivery record, including location verification and, where available, a photo at the delivery location — establishes that you have received the order.
- In every case you have 14 days from pickup or delivery confirmation to inspect your order and report a concern. **An order not reported within 14 days is accepted as delivered, and the charge for it is final.**

Your remedy. If you report a concern within 14 days by text or email, or by phone at (206) 202-3686, we will reclean the item at no charge. If recleaning does not produce a result consistent with the standard described above, we will refund the cleaning charge for that item. **THIS IS YOUR SOLE AND EXCLUSIVE REMEDY FOR DISSATISFACTION WITH CLEANING RESULTS, AND OUR MAXIMUM LIABILITY FOR SUCH A CLAIM IS THE CLEANING CHARGE FOR THE AFFECTED ITEM.** Damaged and missing items are handled under their own sections.

Payment is not conditional on satisfaction. Charges are due for services performed. Concerns about results are resolved through the remedy above, not by withholding, reversing, or disputing payment. You agree to report any concern to us and allow us a reasonable opportunity to apply that remedy before initiating a chargeback or payment dispute with your card issuer.

Chargebacks. A chargeback does not itself determine whether the amount is owed under these Terms. If you initiate a chargeback or payment dispute for services we performed, we will respond to your card issuer with our records, including your acceptance of these Terms, order intake and itemization, ready and delivery confirmations, and our communication log — including whether any concern was reported to us before the dispute. While a chargeback or payment dispute is pending, the remedy described above is suspended for that order; if the dispute is withdrawn or resolved in our favor, you may still request the remedy within 14 days of resolution. If your card issuer reverses a charge for services we performed, we may pursue the amount owed under these Terms, together with any fees we incur, including through small claims court or a collection agency; require prepayment for future orders; or decline further service.

Acceptance and records. You accept these Terms when you create an account and each time you submit an order. Your electronic acceptance has the same effect as a signature. We retain records of that acceptance, intake, processing, ready notification, delivery confirmation, and communications.

Nothing in this section limits any right you hold under applicable law.

11. Inherent Weaknesses

- Helena's Cleaners is not responsible for inherent weaknesses or defects in garments, whether from the manufacturer or from general wear, which may result in tears or the development of small holes in fabric that are not readily apparent prior to processing.
- Standard cleaning processes involve unavoidable mechanical action that can exacerbate areas predisposed to weakness.
- Colorfastness, age, or condition of a garment may not be determinable prior to processing, and Helena's Cleaners will not be liable for damage that results from these conditions.

12. Personal / Loose Items

- Helena's Cleaners is not responsible for loss of or damage to any personal or non-cleanable items left in clothing or garment bags, such as money, jewelry, or other personal items. Please check all garments before submitting your order.
- If we find any valuables in your garments, we will make every effort to return them to you, but we cannot guarantee recovery of such articles.
- **Detachable and replaceable components.** If a belt, sash, pull tie, drawstring, button, buckle, snap, hook, zipper pull, decorative pin, or a detachable hood, collar, cuff, or similar component is lost, damaged, or not returned with an order, our responsibility is limited to the cost of replacing that component — or its value if it cannot be replaced — not the value of the garment it belongs to. Specialty, designer, or custom buttons and trim should be removed before cleaning or noted at drop-off.
- Helena's Cleaners is not responsible for damage to garments caused by items left in pockets (pens, lipstick, gum, etc.) unless caused by our negligence.
- We are not responsible for the removal of retail tags.

13. Biohazard & Contaminated Items

- For the purposes of this section, “biohazard or contaminated material” includes but is not limited to: bedbugs or other live pests, bodily fluids, pet waste, hazardous chemicals, or any substance that poses a health or safety risk to our employees or equipment.
- Customers must disclose the presence of any biohazard or contaminated items before submitting an order. Biohazard items must be bagged, sealed, and labeled separately before being submitted for service.
- Helena's Cleaners has the right to return any order or item that contains bedbugs, biohazard, or contaminated material for the safety of our employees.
- Any order containing biohazard or contaminated material will incur a $50 biohazard fee, at minimum, in addition to any cleaning costs.

14. Kiosk Drop-Off & Pickup

Leaving an Order at the Kiosk

- Orders left at the kiosk must be placed inside a Helena's bag, with the order tag completed and the customer's name and mobile number clearly recorded.
- Helena's takes possession of a kiosk order at the moment the order is collected from the kiosk and logged into our system — not at the moment it is placed in the kiosk.
- You will receive a text or email confirmation when your order is logged in. **That confirmation is the official record that Helena's has taken possession of your order.**
- Helena's is not responsible for the loss, theft, or damage of items left in, on, or around the kiosk before an intake confirmation has been issued. This includes items placed outside the kiosk when it is full.
- If you do not receive an intake confirmation within one business day of leaving an order, please contact us immediately.

Collecting a Completed Order

- You will receive a text or email when your order is ready, along with instructions for retrieving it from the kiosk.
- Any access code or claim credential we provide is the customer's responsibility to safeguard. Helena's is not responsible for orders released to a person using the customer's credentials.
- Once an order has been released from the kiosk, service is complete and Helena's is not responsible for its subsequent safety or location.

15. Pickup & Delivery

Scheduled Pickup Confirmation

- When a pickup or delivery is scheduled, Helena's will send the customer a confirmation notification by text or email (based on account preferences) at the time our driver collects or delivers the order.
- This confirmation serves as the official record of when Helena's took possession of an order at pickup, or completed delivery.
- If a pickup confirmation is not sent, Helena's has not taken possession of the order and cannot be held responsible for its loss, theft, or damage.
- Helena's Cleaners is not responsible for orders that cannot be located at the time of scheduled pickup. Responsibility for the order remains with the customer until a pickup confirmation is issued.
- If you do not receive a confirmation at the expected time, please contact us immediately.

Delivery Responsibility

- Helena's Cleaners will not be responsible for the safety or location of items after delivery if delivered in accordance with customer instructions and documented by our delivery records, including location verification and, where available, a photo at the delivery location. Delivery to the confirmed address constitutes completion of service.
- Helena's Cleaners is not responsible for theft or loss after confirmed delivery.

16. Garment Tracking

To ensure your garments are never lost and are billed accurately every time, we attach a small permanent tracking tag to each item in an inconspicuous location. This is a standard part of our service and applies to all garments we process. If you have a specific concern about tag placement on a particular garment, please note it in your order instructions and we will do our best to accommodate your request.

17. Unclaimed Orders

- Orders not collected from the kiosk or successfully delivered and not claimed within 90 days of the ready date will be considered abandoned.
- **Prepaid orders:** We will make multiple attempts to contact you by text and email to reunite you with your order. After 90 days, items may be donated or responsibly disposed of. No refunds will be issued once the garment is considered abandoned.
- **Unpaid orders:** If not claimed and paid within 90 days, Helena's will send written notice to the email address on file. If the garment remains unclaimed following that notice period, it may be donated or disposed of in accordance with RCW 60.08 and 60.10 (lien rights). Helena's will file a formal lien notice with the King County Auditor's office as required by RCW 60.08.020.
- Helena's Cleaners is not a storage facility — payment covers professional cleaning, laundry, and alteration services only, not long-term storage.
- By leaving items with us, customers agree to this policy.

18. Promotional Codes

- Customers are permitted to use one promotional code per order and may not combine promotional codes with any other Helena's offers. Promotional codes cannot be applied to orders that have already been completed.
- Please review all exclusions carefully before use. Credits or refunds cannot be issued for items that do not qualify under the promo code's terms.
- Helena's Cleaners reserves the right to correct or reverse any promotional code applied in error or fraudulently, regardless of whether the order has been completed.

19. Pricing

- Current price lists are available on our website at helenascleaners.com.
- Published prices are standard service rates. Final charges may vary with the item and the work required. If no quote is requested before service, you agree to pay applicable service charges.
- It is the customer's responsibility to review pricing prior to using our services, as pricing is subject to change.
- Pricing disputes must be raised within 14 days of the date of payment. Claims submitted later may not be considered.

20. Force Majeure

Helena's Cleaners shall not be liable for any delay, failure, loss, or damage resulting from circumstances beyond our reasonable control. These circumstances include but are not limited to:

- Natural disasters such as earthquakes, wildfires, flooding, or severe weather
- Fire, theft, or vandalism affecting our facilities or vehicles
- Power outages or utility failures
- Pandemics, epidemics, or public health emergencies
- Government mandates, shutdowns, or restrictions
- Labor strikes or work stoppages
- Supply chain disruptions affecting cleaning solvents, equipment, or materials
- Acts of war, terrorism, or civil unrest

In the event of a force majeure situation, Helena's will make reasonable efforts to notify affected customers by text or email, resume normal operations as quickly as possible, and mitigate any impact on customer orders.

21. Governing Law & Dispute Resolution

- These Terms and Conditions are governed by the laws of the State of Washington. Any disputes arising out of or related to these Terms or the use of Helena's services shall first be submitted to non-binding mediation in King County, Washington before either party may pursue litigation. Both parties agree to participate in mediation in good faith before initiating any court proceedings.
- If mediation is unsuccessful, disputes shall be resolved in the courts of King County, Washington, and both parties agree to submit to the exclusive jurisdiction of those courts.
- We encourage customers to contact us directly before initiating any formal process. Most issues can be resolved quickly and fairly through direct communication.

22. Policy Updates

- Helena's Cleaners may update these Terms & Conditions periodically.

- The latest version will always be available at helenascleaners.com and is presented during new customer account creation.
- Updates apply prospectively only and do not change agreements or services rendered before the effective date.
- Continued use of our services constitutes acceptance of updated terms.