



Orlando Cleaners strives to give our clients incredibly friendly service and exceptional convenience. We give garments the **best care possible** by using state of the art equipment and products. We exercise utmost care in processing articles entrusted to us and use only those processes which, in our opinion, are best suited to the nature and condition of each individual article. However, due to certain circumstances, some garments presented to us for cleaning may present an added risk to the garment and therefore requires our clients be made aware of those risks.

Release for Household Items—YES or NO (circle one)

Household items have limited serviceability as they are not made to be regularly cleaned. They include but are not limited to bed spreads & comforters, pillows, drapes, rugs, slip covers, tablecloths, and cushion covers. Though we always take the utmost care during the processing of these items there are many factors that are related to use, including but not limited to: age, material type, spots, pets, sun damage, etc, therefore:

- We cannot assume responsibility for inherent weakness of or defects in materials or workmanship that are not readily apparent prior to processing.
- We cannot guarantee against shrinkage. Manufactures of household items do not always preshrink fabrics prior to construction, so shrinkage may occur.
- We cannot guarantee that stains can be removed. · We cannot guarantee against color loss.
- We cannot guarantee against damage to weak and tender fabrics. This is always a consideration with drapes, as sun exposure over time weakens fibers.
- We cannot guarantee against damage to tufted rugs (rugs with a glued-on backing.)

Release for Level 2 Spot Treatment- YES or NO (circle one)

Level 2 spots are those that cannot be removed with conventional cleaning/spotting techniques. Level 2 spots require more aggressive spotting & cleaning measures that could result in the damage or discoloring of the fabric. Giving blanket approval to treat Level 2 spots will speed up

the return of your garment as well as save you the cost of the extra cleaning and pressing of the garment. Utmost care is taken when utilizing the more aggressive procedures but be advised **First Class Cleaners is not responsible for any garment damage or discoloration when attempting to remove Level 2**

spots. We cannot guarantee the complete removal of stains in fabric. We cannot be responsible, nor can we guarantee the results of processing garments that have been pre-treated for stains by our customer. Moreover, these items can take up to 4 business days to process and return.

Release for Specialty Items- YES or NO (circle one)

We can not be responsible for damage to trimmings, including but not limited to buckles, beads, buttons, belts, bells, brooches, fasteners, pins, and sequins. We do take preventive steps to protect such items during the cleaning process however damage, including but not limited to breaking, coming loose, tearing, or melting may occur. Preventive steps have greatly reduced but not eliminated these problems, which are often related to manufacturer and material defects. We cannot be responsible nor can we guarantee the results when processing garments with no "garment care" tag.

When a problem does arise we will do our best to deal with manufacturers and retailers and try to fix, find, replace or otherwise correct an issue but do not guarantee 100% satisfaction or offer any compensation.

Release for Minor Repairs- YES or NO (circle one)

Approval to Repair Minor Fabric Defects at a charge not to exceed \$8.00 per occurrence. For example, torn seams, retack hems, etc.

Buttons always replaced as a NO CHARGE courtesy!

I have read the above statements and understand the risks involved in the processing of the garment/s in question. I agree to hold Orlando Cleaners, LLC harmless in the event that any damage should occur to the garment/s in question and provide my consent to proceed with the cleaning and/or processing of the garment/s listed above.

Printed Name

Service Address

Signature

Phone Number