



www.spotlessreputation.com

METROPOL CLEANERS promises to do all we can to service, clean, restore and maintain the feel and look of your articles as close to new as possible.

POLICIES

Pricing:

Metropol Cleaners follows a fair pricing policy and is not gender based. Processing charge of each article whether men's, women's or children's may vary from time to time depending on one or more of factors such as but not limited to the following:

1. Type of article, e.g. pants, skirt, blouse/ shirt, etc.
2. Fabric content of each article, e.g. silk, linen, cotton, wool, etc.
3. Fabric construction of each article, e.g. plain weave, knit, velvet, satin, loose or delicate weaves, etc.
4. Finish used on each article, e.g. excessive use of sizing, water repellants etc.
5. Special handling required if any prior to, during or after cleaning process is performed, e.g.. Odor removal, excessive lint or pet hair removal, pre wash soak, covering of ornaments, removal of ornaments, use of net-bags during cleaning, individual process or group process etc.
6. Condition of the article, e.g. excessive staining, excessive wrinkling, dry clean only articles washed at home, etc.
7. Extent and type of stain removal required by spotting method
8. Recovery to be made if any from other's attempts to remove stains, damage from moisture, fire or insects, etc.
9. Cleaning, drying Process to be used, e.g. dry cleaning, wet cleaning, laundry, hand wash, hang dry, flat dry, etc.
10. Ornamentation and trimming on each article
11. Removal and reattaching of ornaments, buttons, trimmings etc.
12. Special instruction received from customer with article for its handling, spotting, cleaning, pressing finishing, packaging, etc.
13. Turn around time, e.g. normal –i.e. 3rd working day, same day, next day, urgent, emergency, prior to or after business hours etc.
14. Home or office delivery etc.
15. Different drop off and pick up locations etc.

Once our processing has begun charges may not be disputed.

Up to 5% Environmental surcharge will be added to all cleaning and pressing charges. This is not a tax and is not mandated by any governmental authority.

Receipt (Claim Check)

A valid receipt (claim check) for each article will be issued at the time of receiving them. Customers are requested not to leave articles unless they receive such a receipt from any one accepting their articles. All reasonable efforts will be made to describe each article on the receipt including the piece count. However, should the piece count or the description not match the issued receipt, the company retains the right to change the original receipt. For instances when the receipt indicates excess number of pieces than actually received, an effort will be made to make a telephonic contact with the customer. Regardless of a successful contact, our subsequent count shall be considered to be the final count. For instances when the original receipt indicates less number of pieces than actually received, the company or its representative may assume that the excess article(s) is (are) being brought in for servicing and that it is only a clerical error that occurred at the time of issuing the original receipt. Therefore, either a change to the original receipt will be made to reflect the actual number of pieces received or additional receipt(s) will be issued for the excess garment(s). This may change the total charges due to us and will be binding upon the customer.

Unless noted on the receipt all individual charges and total charges indicated are based on the assumption that the article requires no specialized cleaning, spotting, handling or other procedures. Therefore, the charges so indicated on initially issued receipts are an estimate and may change as per the pricing policy. Whenever practical and time permitting an attempt may be made to contact the customer to inform that the final charges may change. However, such an attempt may be made only if the final charges will be twice or higher than the initially estimated charges. Therefore, in order to provide the best possible quality of service, we will perform the necessary procedures and make necessary changes to the originally issued receipt/ invoice to reflect final charges and will be binding upon the customer.

Check out: (Pick up)

A partial order may not be checked out (picked up). For this purpose all articles listed on a given receipt shall constitute an individual order.

It is customary to produce the issued receipt as a claim check. However, as a customer convenience, the customer service representative may issue the articles back to a person (that may have lost, misplaced or is unable to produce) whom he/she believes to have reasonable knowledge of the articles and believes to be the rightful claimant of the articles left in our custody.

We maintain and operate a system where by the orders are checked multiple times before being packaged and delivered. However, we request all our customers to verify and make sure that they are receiving their orders in their entirety. The company shall not be responsible for articles reported as missing once the customer has left our premises with a complete order as per our records.

Payment:

A payment in full of all charges for all orders checked out (picked up) will be required at the time of check out (pick up). As a customer convenience we may accept payment by a major credit card, debit card, personal check and in cash. A photo ID shall be required to make payments by any other form than cash. Checks drawn on bank and or bank branch not local to our branch accepting the payment may not be accepted. Form of payment other than cash may be accepted only for payments over \$10.00. Checks may not be accepted for payments over \$100.00. Return checks shall be subject to a service charge of \$29.95. We retain the right to insist a payment be made in any one of or any specific acceptable forms.

Warranty:

Metropol Cleaners warrants all its services against improper workmanship, defective or improper processes or equipment used to perform necessary or requested



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services. Our cleaning services are guaranteed to be of the highest quality. Customer Satisfaction is second to no other issue at Metro Cleaners, however since there are multiple factors, some of which beyond our control, governing the outcome of a service, we regret that we can not guarantee absolute removal of each and every stain or wrinkle. Should any customer be dissatisfied with any services rendered, we shall re-perform our services up to two times to obtain a desirable result. A reimbursement or waiver of full or partial service charges may not be made once the services have been performed.

We guarantee that all articles shall be professionally serviced in accordance with the Federal Trade Commission's Care Labeling Rule. However, this should not be construed as a guarantee on the serviceability or the performance of any article.

The Care Labeling Rule:

Pursuant to the Federal Trade Commission's Care Labeling Rule, it is the company's policy to follow and perform services as recommended on each article's care label, regardless of anyone's assumption that all articles brought in will be Dry cleaned. Care Labeling Rules were enacted for consumer protection. We encourage all our customers to acquaint themselves with this rule, literatures are always on display in all our branches, please take some for your protection. Our customer service representatives are knowledgeable of the Care Labeling Rule and may educate our customers if asked to do so, however, the company assumes no legal responsibility of educating its customers of their rights under the Care Labeling Rule, and lack of customer's knowledge of the Care Labeling Rule shall not be used against the company.

In some instances, our trained customer service representatives may suggest an alternative cleaning process that is not listed in the care label, or the customer may request us to use such an alternative process. However, there may be instances, when, based upon past experience and knowledge, the dry cleaner or the launderer may process an article by a different appropriate method. This may be done if the article is missing the care label or if in the opinion of the dry cleaner or the launderer it has a defective, improper, illegible or incorrect care label. In such cases he/she may not inform the customer of his decision.

Limited Liability:

The company shall accept limited liability for any damage to or loss of an article resulting directly from any improper act or omission of its employees or its (the company's and its employees') choice of an inappropriate process. Delicate ornaments, beads, sequin, specialty buttons, buckles, belts, loosely attached or sewn on specialty materials, etc. will be the company's liability if they were noted and/or declared to be on the article being serviced. Such notation or declarations is usually made at the time of issuing the receipt for the article and for which applicable charges for special care were charged.

In some instances when a direct liability may not be readily assessable the company may investigate to find the actual cause of the damage. In these instances it may take four or more weeks to reach a decision. The amount of compensation shall be computed as described in the ANSI (American National Standards Institute) approved and IFI (International Fabricare Institute) published Consumer Claims Guide for Consumer Textiles. However, the company's liability shall be limited and not to exceed 10 times the service charges paid by the customer to service that given article, unless the customer opts to increase the company's liability by declaring (at the time of issuing receipt) the excess value of the article and paying in advance an additional service charge at a rate of \$3.00 for each \$100.00 of excess value of that article.

When compensation is made the company shall retain the damaged / lost (if subsequently found) article.

Customer shall be required to file a Damage Claim form with the company. Claims shall be handled in professional manner within a reasonable time. A damage claim may not be accepted if the damaged article does not have our original identifying label, tag or control number on it or is produced with it as a proof of our performance of services on it. Damage/ loss claims filed after 30 days of our receipt (of the article for servicing) may not be entertained.

In case of loss of an article, we may require up to 15 working days once the loss is noted to make diligent efforts to locate the lost article. As a courtesy the company may reasonably compensate the customer for the inconvenience faced by way of store credits for other services rendered. If we are unable to locate the article in a reasonable time the company shall compensate for the lost article as well. Such compensation may only be by way of store credit and cash payments for cost of replacement article(s) may not be made.

In either of the cases, damage or loss, the company's liability shall be limited to the article damaged or lost only and will not extend to other pieces of the set of garments. The company's liability shall extend to the other pieces of the set only if all the other pieces of the set were brought in for service at the same time the damaged or lost article. Further, when compensation is made for a set of articles the company shall retain the other articles of the set along with the damaged or lost article. The company's liability shall be limited to monetary value of the article(s) only and shall not extend to any emotional, time loss or any other type of value.

The company assumes no damage liability on articles that do not have a care label, or if it is illegible, misleading, confusing, or is not provided in accordance with the Care Labeling Rule. The company shall process such articles by a process, as it deems appropriate, with or without the express knowledge of the customer of the fact that the article was mislabeled or that it did not have a care label.

Our professionals are expertly trained to identify and process problem and delicate articles (sometimes by using alternative process methods); however, when a Care Label is followed and a problem develops or a damage occurs to an article, the company shall certify as to how the article was processed and it will be up to the customer to return the article to the retailer or the manufacturer. As a courtesy the company may assist the customer to seek reimbursement or credit from the retailer or manufacturer, however, this should not be construed as the company's assumption of any liability, or that it is at any fault.

Left over orders / articles

The Company will not be responsible for loss of or damage to orders and/or articles left over 30 days beyond the promised ready date. The company may charge a storage fee of up to \$2.00 per article per month for articles left in our custody beyond 30 days. The storage fee will be in addition to any other service charges that may be payable. Articles left over 90 days without a valid storage agreement may be disposed off as the company may deem fit. Disposal may be done without first obtaining the customer's consent or any notification.

[These Policies and terms are subject to change form time to time without notification.](#)