

KENO WASH & FOLD LLC

MASTER TERMS OF SERVICE

Keno Wash & Fold LLC
2546 Shasta Way, Klamath Falls, Oregon 97601

Effective Date: _____

IMPORTANT: These Terms of Service ("Terms") govern laundry services provided by Keno Wash & Fold LLC ("Keno," "we," "us," or "our"). By signing below, submitting an order after receiving these Terms, or otherwise accepting them, the customer ("Customer" or "you") agrees to these Terms. Please read them before submitting laundry.

1. Services

Keno provides wash, dry and fold services; pickup and delivery; walk-in/drop-off service; laundering of accepted bedding, comforters, stuffed animals, and other washable household items; stain-treatment attempts; and special-care processing when specifically requested and accepted by Keno. Keno does not provide dry cleaning. A dry-clean-only item will not be washed unless the Customer completes Keno's separate Dry-Clean-Only Customer-Directed Washing Waiver.

2. Current Pricing

- \$35 per 13-gallon bag.
- \$2.50 per pound when Keno's per-pound pricing applies.
- Queen comforter: \$45.
- King comforter: \$55.
- Any other applicable charge will be disclosed before the related service is performed.

Prices may change prospectively. Material pricing changes will be communicated as described in Section 26.

3. Payment, Card-on-File, and Outstanding Balances

Payment is required before cleaned laundry is returned or released to the Customer. Keno may accept any payment method it makes available at the time of service. If a Customer voluntarily places a payment card on file, the Customer authorizes Keno and its payment processor to charge the amount due for a completed laundry order before the laundry is returned or released. Keno may withhold return or release of laundry while an amount lawfully due for that order remains unpaid.

A dishonored or returned check may be subject to a fee of up to \$35, but never more than the amount permitted by applicable Oregon law. The Customer remains responsible for the unpaid amount and any lawful fee.

4. Cancellations and Missed Pickups

A scheduled pickup must be cancelled at least 24 hours before the scheduled pickup day. If Keno arrives on the scheduled day and the laundry is not available at the front door or other agreed pickup location, a \$5 missed-pickup fee applies. The same 24-hour cancellation requirement applies to recurring weekly and biweekly pickups.

5. Pickup and Unattended Delivery

The Customer does not need to be home for pickup or delivery. For pickup, the Customer must place laundry outside the front door or at another location agreed upon with Keno. For delivery, the Customer authorizes Keno to leave cleaned laundry outside the front door or at the agreed delivery location.

The Customer is responsible for providing a reasonably safe, lawful, and accessible pickup/delivery location. Keno is responsible for reasonable care of laundry while it is in Keno's custody. For an unattended delivery, Keno's custody ends when the order is placed at the Customer-authorized delivery location and Keno documents completion of

KENO WASH & FOLD LLC

delivery. After that point, the Customer assumes the risk of weather, animals, theft, third-party interference, or other events occurring at the delivery location, except to the extent applicable law provides otherwise.

Pickup and delivery are scheduled by day, not by a guaranteed time window. Keno is not responsible for reasonable delays caused by weather, road conditions, vehicle problems, emergencies, unsafe access, or other circumstances outside Keno's reasonable control.

6. Third-Party Pickup and Delivery

The Customer may authorize another person to hand laundry to Keno or receive laundry from Keno. The Customer is responsible for accurately identifying the authorized person and for instructions that the Customer or authorized person provides concerning the order. Keno may decline a third-party handoff if identity, authority, safety, or delivery instructions are reasonably unclear.

7. Standard Laundry Processing

Ordinary wash-and-fold is a bulk laundry service. Individual garments are not routinely counted, itemized, or inventoried. Unless the Customer gives different instructions that Keno accepts before processing, Keno will use its standard wash/dry/fold procedures. Whites and colors are not automatically separated. Delicate items are separated or specially handled only when the Customer requests that service and Keno accepts the request.

The Customer must provide special washing, drying, separation, temperature, detergent, or other care instructions before processing. Keno does not guarantee complete stain removal or that every item will emerge unchanged. Normal or inherent laundering risks can include shrinkage, fading, dye transfer or color bleeding, ordinary fabric wear, weak seams opening, hidden defects becoming visible, damage to fragile or decorative components, and failures caused by manufacturer defects or prior wear. These risks are evaluated in light of the item, the Customer's instructions, and the care information reasonably available to Keno.

8. Stain Treatment

Keno may attempt to treat stains but does not guarantee that any stain can be completely removed. The Customer should identify known stains and provide any relevant information before processing. Some stain-removal methods can affect fabric, finish, texture, or color. Keno will use reasonable care but may decline further treatment when additional treatment could reasonably damage the item.

9. Customer-Supplied Detergent or Products

Keno may agree to use detergent or another laundry product supplied by the Customer. The Customer is responsible for supplying the correct product and accurate instructions for its use. Keno is not responsible for damage caused by an inherent defect, contamination, allergy-causing ingredient, incompatibility, or other characteristic of a Customer-supplied product that Keno could not reasonably know about, except to the extent applicable law provides otherwise.

10. Pockets and Personal Property

The Customer must empty all pockets and remove personal property before submitting laundry. Keno does not intentionally inventory pocket contents. If Keno discovers money, jewelry, medication, electronics, or other personal property, Keno will make a reasonable effort to safeguard and return it to the Customer. Keno is not responsible for damage caused to laundry or equipment by an undisclosed item left in a pocket or laundry bag when the condition was not reasonably discoverable before processing, except to the extent applicable law provides otherwise.

11. High-Value and Irreplaceable Items

Ordinary wash-and-fold is not an individually inventoried high-value garment service. Before processing, the Customer must identify any high-value garment and provide any special-care instructions. Keno may photograph or otherwise document a declared high-value item and may accept or decline it. An undisclosed high-value item will receive ordinary

KENO WASH & FOLD LLC

processing unless Keno has accepted other instructions. Customers should not submit irreplaceable, collectible, sentimental, or unusually valuable items through ordinary wash-and-fold service.

12. Items Keno Does Not Accept

- Rugs.
- Shoes.
- Electric or heated blankets.
- Vintage textiles.
- Dry-clean-only items unless the separate Dry-Clean-Only Customer-Directed Washing Waiver is completed and Keno accepts the item.
- Any other item Keno reasonably determines cannot be safely or appropriately processed with the services Keno provides.

13. Contaminated or Severely Soiled Laundry

Keno may refuse or stop processing laundry that contains or is reasonably suspected to contain:

- Bed bugs, fleas, or scabies.
- Mold or mildew.
- Feces, urine, blood, or vomit.
- Needles, sharps, or similar hazards.
- Hazardous chemicals or other potentially hazardous contamination.
- Severe soiling, including items that are stuck together.

Pet hair is accepted. Keno will make a reasonable effort to remove pet hair but does not guarantee complete removal. If a hazardous or prohibited condition is discovered after Keno receives an order, Keno may stop work, isolate the order when reasonably necessary, contact the Customer, and require prompt pickup or other safe disposition consistent with applicable law.

14. Pre-Existing Damage

Keno is not responsible for damage or deterioration that existed before Keno received the item. Pre-existing conditions can include holes, tears, weak seams, stains, worn or weakened fabric, damaged fasteners, loose decorations, prior color loss, or other existing defects. Keno does not perform a complete pre-wash inspection of every item. If Keno notices a questionable condition before processing, Keno may photograph it, contact the Customer, and request instructions before proceeding.

15. Damage Claims

The Customer must inspect returned laundry promptly. A service-related damage concern must be reported to Keno within 24 hours after the order is delivered or, for a walk-in order, within 24 hours after the Customer picks it up. The Customer must bring the allegedly damaged item to Keno's storefront at 2546 Shasta Way, Klamath Falls, Oregon 97601 for inspection and provide reasonable supporting information when requested.

Before Keno has an opportunity to inspect the item, the Customer should not rewear, rewash, repair, alter, or otherwise change the condition of the item if doing so could interfere with determining the cause of the claimed damage. Keno will evaluate whether the condition resulted from Keno's processing, a pre-existing condition, the Customer's instructions, a care-label issue, a Customer-supplied product, or an inherent laundering risk. This 24-hour notice requirement is a service-claim procedure and does not waive rights that cannot lawfully be waived.

16. Rewash Policy

For a cleaning or service-quality concern that can reasonably be corrected, the Customer agrees to give Keno the first opportunity to correct the issue. Keno may provide one complimentary rewash before a refund or other compensation is

KENO WASH & FOLD LLC

considered. Keno will not rewash an item when additional washing would reasonably risk further damage or when the issue cannot reasonably be corrected by rewashing.

17. Missing-Item Claims

A missing-item concern must be reported within 24 hours after delivery or Customer pickup. Because ordinary wash-and-fold orders are processed in bulk, individual garments are not routinely counted or inventoried. Keno will investigate a timely report and may take up to 7 calendar days to search for and reconcile the item. A Customer's statement alone does not establish that an undocumented item was received by Keno. Keno may consider photographs, receipts, order records, declared-item records, delivery records, and other reasonable evidence. Customers should identify and document high-value items before processing.

18. Lost or Damaged Item Compensation

If Keno determines, after reasonable investigation, that an item was lost or damaged while in Keno's custody and Keno is responsible, compensation will be based on the item's current fair-market or depreciated value, not automatically on the cost of a new replacement. Keno may require reasonable proof of ownership, age, condition, purchase price, and current value.

Subject to applicable Oregon law, compensation for a verified claim is limited to the lesser of the item's current fair-market/depreciated value or \$250 per item, with a maximum of \$500 for a single ordinary wash-and-fold order. These limitations do not apply to the extent Oregon law prohibits their enforcement. Nothing in these Terms is intended to waive liability that cannot lawfully be waived.

LEGAL REVIEW NOTE: Keno should have an Oregon attorney review this Section 18 before placing these Terms into customer use.

19. Refunds

A refund is not automatic merely because a Customer is dissatisfied. Keno will first investigate the concern. When a cleaning-quality issue can reasonably be corrected, the rewash process in Section 16 applies. Verified loss or damage is handled under Sections 15, 17, and 18. Any discretionary refund or credit does not constitute an admission of liability.

20. Recurring Weekly or Biweekly Service

Keno offers weekly and biweekly recurring service. Standard pricing applies unless Keno and the Customer agree otherwise. A Customer may cancel recurring service. The 24-hour cancellation requirement applies to an already scheduled pickup. Ending recurring service does not eliminate charges already incurred.

21. Access and Delivery Instructions

The Customer may provide gate instructions, general access instructions, and delivery-location instructions needed to perform service. Keys, door codes, garage access, or other sensitive or restricted access arrangements must be documented separately through Keno's Property Access Authorization. The Customer must promptly update Keno when access information changes.

22. Privacy and Customer Information

Keno may collect information reasonably needed to provide and administer service, including the Customer's name, service and billing addresses, telephone number, email address, payment-related information handled through Keno's payment systems or processors, laundry preferences, special instructions, access information, service communications, order records, and photographs used for delivery or condition documentation.

Keno may use this information for scheduling, order processing, billing, customer service, pickup/delivery, proof of service, damage documentation, claims handling, recordkeeping, and other legitimate business operations. Employees

KENO WASH & FOLD LLC

or service providers may access information when reasonably necessary to perform their duties. Keno will use reasonable safeguards appropriate to the information it maintains and will not sell Customer information for unrelated purposes.

23. Service Text Messages

By providing a mobile telephone number for service, the Customer authorizes Keno to send non-marketing text messages reasonably related to the Customer's laundry service, including pickup and delivery notices, order questions, invoices or payment notices, damage/condition communications, and service updates. Consent to promotional or marketing text messages is separate and optional.

24. Photographs for Business Records

Keno may photograph laundry, bags, pickup/delivery locations, or relevant item conditions when reasonably necessary for proof of pickup or delivery, pre-existing damage documentation, damage claims, or order records. This authorization does not give Keno permission to use identifiable Customer or Customer-property photographs for advertising or social-media marketing. Marketing use requires separate permission when applicable.

25. Unclaimed Laundry and Unpaid Charges

Customers are responsible for promptly collecting walk-in orders and responding to Keno regarding completed laundry. Keno may exercise any lien, retention, notice, or disposition rights available to a laundry business under applicable Oregon law. Laundry that remains unclaimed will be handled only in accordance with applicable Oregon notice and waiting-period requirements, including the required 180-day unclaimed-laundry rules where applicable. Keno will maintain any posted notice required by Oregon law. Nothing in these Terms shortens a legally required waiting period.

26. Refusal of Service

Keno reserves the right to refuse or discontinue an item or order that cannot reasonably or safely be processed, falls outside Keno's offered services, presents a contamination or safety concern, contains prohibited items, requires equipment or expertise Keno does not provide, or is submitted in violation of these Terms. Keno will make reasonable efforts to notify the Customer when service is refused or discontinued after receipt.

27. Changes to Services, Prices, or Terms

Keno may prospectively change services, prices, operating policies, or these Terms. Material changes will be communicated before they apply to a future order by a reasonable method, which may include email, text message, posted notice, printed notice, invoice/order notice, or updated Terms provided to the Customer. A material change will not retroactively alter a completed order. When Keno requests renewed acceptance because of a material change, continued service may require that acceptance.

28. Customer Acknowledgment

By signing below, the Customer confirms that the Customer received these Terms, had an opportunity to review them and ask questions, agrees to them, has provided accurate information to the best of the Customer's knowledge, and understands the Customer responsibilities described above. The Customer understands that separate forms may be required for dry-clean-only items, sensitive property access, optional marketing consent, or a damage/loss/rewash claim.

Customer Name	
Customer Signature	
Date	

