



## Frequently Asked Questions

### Q. How does your Residential delivery service work?

It only takes a few minutes to get started.

1. Register online or call 503.533.8675 to sign up for service. This will put you on our emailing list. We will send you a welcome email with further information regarding your pick-up/delivery service.
2. On the business day prior to every pick up and delivery day we send out an email reminder to all of our delivery customers for that day. If you have something for pick up we ask that you reply to that email by 8:00 am on the pick up and delivery day so we will know to stop at your home for your order. If you don't have anything for pick up, no need to reply.
3. Complete the customer profile form, print it and put it in the bag. Don't forget our 10/10 program if some one referred you to us! Put all of your items for cleaning, alterations or shoe repair in a disposable bag (don't worry, we will get you a nifty ecodycleaner™ reusable bag when we return your clothes) at a predetermined location at your home before 8:30 am of pick-up day.
4. We will pick up your bag during business hours on that day and leave a door hook for you. Please slip the door hook over the top of your front door on the next Pick-Up/Delivery Day - this way we can hang your nice clean clothes!
5. We will hang your completed order from the door hook on the next Pick-Up/Delivery Day. We will attach ecodycleaner™ reusable bag to your order for use with all future orders. The bag will have a tag on it identifying it as your own for all future orders.

### Q. I have stains and special instructions - how do I get this information to you?

If your items have special instructions please fill out this special instruction form, print it and then put it in your bag with your clothes.

### Q. I don't typically have a need for dry cleaning twice a week. Can I still use your free delivery service?

Absolutely! You can use the service as often or as little as you'd like. Simply reply to the email reminder for a pick up. If we don't get a reply from you we will not stop at your home (unless we have something to return to you, of course!).

### Q. I may not be at my home when you arrive for a pick up. How does that work?

You never have to be home for the pick up OR delivery! Simply leave your order on your front door in one of our convenient delivery bags.

### Q. Where do you leave my returned clothes?

We simply hang the completed order from a hook (we provide) slipped over the top of your front door (or a different door if you'd like).

### Q. What if it's raining?

If you do not have a covered or protected front porch and are leaving a bag for us to pick up, please put your items to be cleaned into a plastic bag, and then into your ecodycleaner™ reusable bag to avoid any damage to your garments. If you do not have a covered or protected front porch and we are delivering an order back to you in the rain we will first knock on your door to see if you are home. If you are not home and we can not find an appropriate protected area to leave your items, we will deliver them back to you on the next pick up and delivery day.

### Q. How do you manage payment?

It couldn't be simpler! After we receive your first order we will call you for credit card information. We keep your credit card information securely on file and charge your card with each outgoing order. A receipt is automatically emailed to you when payment is collected.