



Welcome To Pinstripes Cleaners!

Thanks for choosing Pinstripes Cleaners! This packet will guide you through the setup of your account remotely. The steps are easy but each is very important. Let's get started!

1. **First:** Print out and fill out the packet completely.
2. **Second:** Fax this packet to Pinstripes so that we may build your Pinstripes Professional account and bag. **Use this page as your cover sheet! The number is already listed below, but remember to fill in your info. Do not scan and e-mail, Fax only!**
3. **Third:** Look for your bag the next delivery day where the clothes are hung. That's it!

If you have any questions, call us at 1-87-stripes-7 (877-874-7377)

Pinstripes Remote Signup Fax Cover Sheet

To: Pinstripes Cleaners

Pages: 1 of 3

Fax # 1-877-874-7377

Phone # 1-87-STRIPES-7

From: (name) _____

of (business) _____ **(division)** _____

Phone # _____

Notes from customer to Pinstripes: _____

Pinstripes Representative: Please set up an account for the customer sending this packet then add it to the route for the business listed in the paperwork. Payment information including expiration date are listed in tab 4 of Dry Clean Pro. Secure all paperwork in the route safe with the rest of the paperwork from that route. Any questions call Bill.

Pinstripes Cleaners

Commercial Pickup and Delivery Agreement

1. This page summarizes the service and agreement between _____ (Customer) of _____ (Business) and Pinstripes Cleaners. This agreement may be revoked at any time with the notice of one party to another.

2. Pinstripes Cleaners will establish an “express bag” account for the customer. Cleaning preferences will be recorded on the nametag of the express bag. Preferences will be used for the ringing in of clothes in the absence of the customer’s physical preference. Personal information, also recorded on the nametag of the bag will be verified by the customer. The accuracy of both the information on the cleaning preferences and the contact information recorded on the nametag is the responsibility of the customer and should be updated in case these change.

3. Pinstripes Cleaners will imprint a carbon slip with a credit card of the customer’s choice In order to process payment for cleaning. The customer will sign the slip to authorize payment for multiple charges over time. The slip will be secured at Pinstripes Cleaners. The information will be loaded into the secure point-of-sale program and will only be used for payment in the physical absence of the customer. Questions regarding any charges may be directed to the manager at the Pinstripes Cleaners at **940-591-9999** during business hours. We’ll be glad to address any questions or concerns you have.

4. Each week Pinstripes will pick up customer bags on _____ and ring in each according to individual preferences recorded on the name tags. Pinstripes will then charge the credit card the customer has recorded on file and store the yellow credit card receipt in the name tag of the express bag along with the customer claim checks. The express bag will be returned on a hanger with the rest of the customer’s order on _____. The customer may then verify the count and cleaning process recorded as well as the amount they were charged. **There is no delivery or pickup fee. If you miss a pickup or need cleaning outside the normal schedule please call us! We will do our best to accommodate you. Please think of us as your cleaner, don’t hesitate to make special requests!**

5. Release of liability: Some manufacturers add decoration to their garments after attaching a care label to the base garment. These items (beads, tassels, appliqués, sequins, glitter, etc.) may not always withstand the cleaning process the care label recommends and are inherently unpredictable in their reaction to cleaning. In addition all household items (comforters, napkins, drapes, etc.) are also unpredictable in their response to commercial cleaning processes. Pinstripes will not intentionally subject any garment to a process it believes will damage a garment, but is not responsible for unforeseen damage to the previously listed items.

6. I agree to all terms and conditions listed above. _____ Signature
Contact Info.

Address _____

City _____ **State** _____ **Zip** _____

Home Phone _____ **Cell #** _____ **Work #** _____

Pinstripes Professional Service Enrollment

1. Thank you for becoming a Pinstripes Professional customer! We at Pinstripes want to make sure your satisfaction is ensured every time you use our service. To that end we are going to ask you a couple of questions to guide our team members in cleaning and pressing your fine garments. Feel free to add any comments in the margins to convey any additional thoughts our questions don't cover. Ready? Okay, Here we go!
2. **Starch!** The most common item to get starched is men's cotton or cotton/poly blend button down shirts. In addition, cotton dockers and jeans may also be laundered and starched, although they are most commonly dry-cleaned. Any time you are talking "starch" you are talking about laundry (not dry cleaning), which is washed in water, not dry cleaning solvent. Our goal is to nail down what you want laundered and we will then dry-clean the rest or hand-wash as necessary. This test is multiple choice with no wrong answers(finally!!)

a. **What do you like laundered and starched? Check as many as you like:**

- | | | | | |
|-----------------------------------|--------------|-------|--------|-------|
| i. Button down dress shirts _____ | Starch: None | Light | Medium | Heavy |
| ii. Jeans _____ | Starch: None | Light | Medium | Heavy |
| iii. Cotton Dockers _____ | Starch: None | Light | Medium | Heavy |

b. Do you want us to launder any other special item not normally laundered? _____

i. If Yes, Please List:

1. _____
2. _____
3. _____

c. How do you feel about creases?

- i. Hate 'em! (**No Crease all Pants**) _____
- ii. Love 'em (**Crease all Pants**) _____
- iii. Fashionably apothetic (Crease pants with previous creases only) _____

d. Any other special requests or concerns? (Self imposed essay question)

3. Payment. You knew we would get to this. We normally like to take an imprint of your card and an authorizing signature to keep for payment. Due to the fact that any office dweller is somewhat slippery and difficult to catch we use this form to record payment info and get you signature to authorize payment. This where for the sake of legalities all humor will end.

Credit Card Type Visa MC

Card number _____ Exp _____

I Hereby authorize Pinstripes Cleaners to Debit my card listed above for services including laundry, dry-cleaning, and any other services rendered.

Name(Printed) _____ Signature _____ Date _____