

SNAPWASH – CUSTOMER TERMS OF SERVICE

Effective Date: [Insert Date]

1. Platform Service

Snapwash operates a technology marketplace platform that connects customers with independent third-party service providers including independent delivery drivers and independent laundry and dry-cleaning providers. Snapwash does not itself provide laundry, dry-cleaning, garment cleaning, or delivery services. All services arranged through the platform are performed by independent third-party contractors.

2. Eligibility

To use the platform, users must be at least 18 years old, provide accurate account information, and comply with all applicable laws. Snapwash may refuse service or suspend accounts at its sole discretion.

3. User Accounts

Users must create an account to place orders and are responsible for maintaining accurate information and protecting login credentials.

4. Orders and Service Requests

By placing an order through Snapwash, customers authorize pickup of garments by an independent driver, cleaning by an independent laundry provider, and return delivery of garments.

5. Pricing and Payment

Service pricing may include cleaning fees, pickup and delivery fees, platform fees, and taxes. By placing an order, customers authorize Snapwash to charge their selected payment method.

6. Garment Preparation

Customers must ensure garments submitted for service do not contain valuables, hazardous materials, or illegal items.

7. Prohibited Items

Customers may not submit hazardous materials, biohazardous garments, illegal substances, or heavily contaminated items.

8. Pickup and Delivery

Customers must provide safe and reasonable access for pickup and delivery. Redelivery fees may apply if delivery cannot be completed.

9. Garment Care Risks

Cleaning processes may involve risks including shrinkage, color fading, and fabric damage.

10. Lost or Damaged Garments

Claims regarding lost or damaged garments must be submitted within 48 hours of delivery.

11. Garment Valuation

Reimbursement for lost or damaged garments will be based on fair market value considering age and depreciation.

12. Limitation of Liability

Snapwash's maximum liability shall not exceed the lesser of \$200 per order or the amount paid for the service.

13. Third-Party Services

All cleaning and delivery services are provided by independent contractors.

14. User Responsibilities

Users agree not to misuse the platform or violate applicable laws.

15. Indemnification

Users agree to indemnify and hold harmless Snapwash from claims arising from misuse of the platform.

16. Arbitration Agreement

Any dispute relating to the Snapwash platform shall be resolved through binding arbitration.

17. Termination

You can stop using the Services at any time and without notice to us. Similarly, Snapwash can terminate access to the Services or stop providing the Services at any time, with or without notice, if a user violates these Terms or for any other reason deemed necessary by Snapwash.

18. Privacy

Use of the platform is subject to the Snapwash Privacy Policy.

19. Changes to Terms

Snapwash may modify these Terms at any time.

20. Governing Law

These Terms shall be governed by the laws of the State of New York.

Snapwash Technologies LLC

For questions or comments please email: Info@snapwash.com