



## HOW IT WORKS Laundry Services

### Step 1. Schedule a Pick-Up

Go to our Contact Us page and send us a message. Please choose Laundry Services from the Other Home Services selection. We will email and/or call you as soon as possible. You may also call us directly at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm Monday to Friday.

After the initial conversation, we will prepare a quotation based on the required services, our price list and all the details you will need.

We strive to accommodate last-minute bookings but recommend finalising the reservation at least 3 days before the desired pick-up date.

### Step 2. Pay Via Bank Transfer

We want to make payment transactions as simple and secure as possible. While we have premium SSL (Secure Sockets Layer) security coverage to ensure whatever data you upload on our website stays private, we prefer that you do not expose your card details on our account.

We will email you the invoice when your laundry is ready for delivery. Please pay us directly via bank transfer.

Account Name: Eleonor Fisher  
Bank Name: NAB  
BSB No.: 085-005  
Account No.: 408 466 154

We will send you an email confirmation once we receive the bank transfer.

### Step 3. Pickups and Delivery

We pick up laundry Monday through Friday. We will deliver after 48 hours. Friday pickups will be delivered back on Mondays. We will email you to confirm the return delivery.

We will knock on the door if you are home. If not, we will pick up the laundry from your front door. If there is anything else we should do, please include it in your message or let us know when we call you. We will do our best to accommodate.

Rest assured that we will take good care of your clothes and return them in a bag to ensure they stay clean during delivery.

If you need to contact us directly for any reason, please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) or call us at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm Monday to Friday.

## FREQUENTLY ASKED QUESTIONS

### Pickup and Delivery

#### Pickup and Delivery Days

Pickup Day starts at 8:00 am Monday to Friday. Delivery Day is two days after the Pickup Day and starts at 8:00 am Monday to Saturday.

Any change must be made and/or requested before the pickup or delivery day, before 5:00 pm the day before.

#### I made a booking but did not get confirmation.

If you do not receive the email confirmation within 15 minutes, check your spam or promotions folder to see if it ended there. Otherwise email us at

ecfresidentialcleaningservices@gmail.com in case you entered your email incorrectly. You may also call us.

#### **Can I book over the phone?**

We request that all bookings be made online wherever possible to ensure that details are entered correctly. If you have technical issues, email us at ecfresidentialcleaningservices@gmail.com or at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm, Mondays to Fridays.

#### **What days do you pick up and deliver laundry in our area?**

ECF Laundry can reach most metropolitan areas of Adelaide, including the CBD and the northern, eastern, and western suburbs. We will email you the suburbs we service and our pickup schedules.

#### **What time can I expect the driver to arrive?**

Mondays - Saturdays: 9:00 am – 4:00 pm  
Sundays: We are Closed

#### **How long does it take for my order to be returned?**

Your laundry will be returned to you within 48 hours. We allow enough time for delicate items to hang until dry.

#### **Do you provide same-day service?**

No, but we are working to provide this in the future. For special circumstances, we will do our best to accommodate any such request.

#### **Can I change my pickup schedule?**

Yes. Please email us at admin@laundrybasics.com.au, and we will do our best to accommodate your request if our courier has not been sent yet.

#### **Can my laundry be picked up if I am not home?**

Yes. Please leave your laundry in a safe place and let us know how to get access. You may leave special instructions in your online order.

The driver will leave your clean laundry at the same spot where he picked it up.

#### **Is there a failed pickup fee?**

You will be charged an amount if you fail to be present during pick-up. The information will also be in the initial email. Please ensure that you are available to hand over your laundry or provide special instructions for us to get access to unattended pickups.

#### **Can my laundry be delivered if I am not home?**

Yes. If you are not home to receive your laundry and we did not get special instructions from you, we will place your clean laundry in the most secure location we can access.

#### **Can I have my clothes delivered to an alternate address?**

We will do our best to accommodate any such request, but it may affect the delivery date.

#### **How much notice do I need to give you?**

We need your booking confirmation at least a day before pickup to organise our schedule. If you need your laundry cleaned and returned urgently, please call us at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm, Mondays to Fridays, and we will see how we can help.

#### **I need a regular booking.**

Please include your preferred frequency in the notes section so we can schedule a recurring booking. We will email you the planned schedule for approval.

#### **Can I cancel my order?**

Yes, you can cancel your order before 5:00 p.m. the day before pickup. There will be no charge if you cancel within this time frame.

If you cancel after the allowed time frame, we will charge you. The amount will be detailed in the email.

#### **Can I give the driver more laundry when he drops off my clean laundry?**

Yes. We will register the order in our system when we get it.

#### **Can I change my pickup day or time?**

You can change your pickup schedule up to 12 hours before the pickup day. After that, changes will incur a fee.

#### **Do you service apartment buildings with security access?**

If you give us security access, we can. It would be best to inform the lobby security about us.

### **The Laundry Process**

#### **How do I leave my laundry for collection?**

Place your laundry in a disposable bag or laundry basket. We will transfer it into our bags.

Label segregated bags with appropriate instructions before placing them inside your laundry bag.

If your pickup or delivery is contactless—you will not be home or due to COVID restrictions—please leave your laundry in a safe, covered area for collection and let us know where to place it upon return.

#### **What if I want to separate some items for washing?**

Yes, you may do so. We call them splits. Please let us know if you want us to segregate the dark-coloured items from the whites and other light-colored items. For items made of wool and/or other delicate materials, please sort them out and place them in a separate bag before pickup. Let us know beforehand or inform our courier that you have split loads. There is a surcharge per split.

#### **What is our washing or drying process?**

Our washing is done with cold water. Drying is done at medium temperature up to 65 degrees Celsius until dry.

#### **Do clothes shrink in the dryer?**

Yes, some clothing materials do. They are washed separately and hung to dry. Please read the care labels and place them in separate bags before including them in the laundry.

Please be sure you have read the garment care labels. We will not be responsible for any damage due to improper sorting.

#### **Do you handwash?**

Yes, we do. Please let us know which items you want handwashed.

Sometimes, we receive items made of delicate materials (e.g., very sheer, trimmed with pearls and sequins, or finely crafted) without instructions. We will call or text you before we handwash such items.

**Where are my clothes washed, and who does the actual washing?**

We have partnered with several local laundromats to use their state-of-the-art and modern facilities. Experienced staff do all the washing and folding.

**What laundry detergents do you use?**

We use Dominant's extensive range of laundry products, which includes liquids, powders, stain removal, fabric softener, and bleaches for any laundry demands. Their integrated product suite meets the AS/NZS 414:200 laundry code of practice requirements.

If you have a preferred product or sensitive skin product you would like us to use, you can supply this to us during pickup.

**Do you provide dry cleaning and ironing services?**

Not yet, but we will let you know as soon as it is available.

**What else do I need to know?**

Clothing labels that say "wash separately," "wash in cold water," "hand wash," "do not use detergent", or "turn inside out to launder" may indicate that the dyes in these items are not colourfast and may bleed onto other garments in the wash.

You are responsible for reading the garment labels or remembering details such as colourfastness regarding your clothes. ECF will not accept responsibility for any damage caused by colour running.

**Payment and Billing****Is there a minimum order?**

We maintain a minimum order of \$50 for all services. Even if your order is below \$50, the charge remains \$50. Significant price hikes in fuel, laundry supplies and equipment maintenance make it difficult for us to dispatch the driver for orders under \$50.

**Do you charge for pickup or delivery?**

No. It is provided free as part of our service.

**Do I need to pay extra for a next-day delivery?**

If we can accommodate a next-day delivery, there will be a 25% surcharge.

**Is there an additional charge for special fabrics?**

Yes, we may charge extra for items that are:

- Heavily soiled
- Difficult to work with
- Fabric embellished with beads, sequins, lace or hand-painting
- Very large items
- Extremely delicate materials
- Made of leather, suede, or fur

We will call or contact you by text to discuss the extra fees before we begin working on these items.

**How do I pay?**

After collection, we will count and weigh your laundry items and email you an invoice for payment via bank transfer. We do not accept cash or other forms of payment.

Please indicate the invoice number in the payment description. Once you have made payment, please send us a screenshot or confirmation receipt to [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com).

**Can I pay monthly?**

Yes, you can pay monthly. We request an advance payment of \$300. We will send you an invoice each month, and you will have two weeks to pay.

**How do I get a receipt for my order?**

We will email you the receipt soon after we receive confirmation of your payment.

**Complaints and Feedback****I am not happy with the service I got.**

We hope it does not happen, but we want to know if it does. Please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com), and we will help you resolve the issue. If there are any problems, it would be helpful if you could send us photos, if applicable, within 7 days so that we can address them promptly.

**What if something is damaged during the laundry process?**

It is your responsibility to inspect individual care labels. If a dispute arises as a result of our negligence, we will follow guidelines laid out in the Australian Laundry Practice and Regulations laid out by the Laundry Association of Australia for compensation.

**How do I contact you in case of a legitimate claim?**

Please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) within 24 hours after the service, complete with a description of the claim and photos, if any. We will review your case and respond as soon as possible.

