



Frequently Asked Questions

Dry Cleaning Delivery – Practically Perfect in Every Way

Spit Spot

Q. What if I am not satisfied with the service or quality I have received?

R. We guarantee 100% satisfaction, so if you are not happy, just let us know!

Q. Do I have to be home for pickup and delivery?

R. No. We will decide together on the best location for your clothes to be placed outside. We will pickup in the morning and deliver in the late afternoon to minimize the amount of time that your clothes are outside.

Q. Are my clothes safe?

R. We believe they are just as safe as any other delivery that is left outside. However, if you are concerned about this, let's discuss so we can come up with a solution to minimize your worries.

Q. What if it rains or snows?

R. We will only leave your clothes when we feel it is safe. Our laundry bags are more protective than typical dry cleaning covers to ensure the safety of your clothing. However, if, in our judgment, it is not suitable to deliver, we will return them at the soonest possible time.

Q. What if a delivery did not happen because of rain or snow and I need my clothes?

R. Simply call us and we will arrange to meet you in person to get you your items provided the weather conditions permit road travel.

Q. What is a good pickup/delivery location?

R. We suggest a covered area if at all possible. Most people will find their front door convenient, but if not, a side or rear door or your garage would be alternatives. If you are concerned, let us know and we will work with you to determine the best location.

Q. Is there a minimum number of items for pickup to occur?

R. No. We will check your door every week and pickup anything that is in your bag. The only thing that we do require is that residential customers provide \$45 worth of cleaning per month.

Q. Why is there a \$45 minimum cleaning requirement for residential customers?

R. We are a small business and to ensure our viability, we need to work with customers who really need us. We believe many of us spend \$45 in cleaning monthly but may not realize it. So, we waive the minimum requirement for the first two months of service to allow you to determine your cleaning needs.

Q. Why do business customers not have the \$45 minimum requirement?

R. Business customers drop their clothes off at a single location allowing a bulk pickup/delivery.

Q. What if I have more clothes than will fit in my bags?

R. Simply put any extra clothes in a plastic bag with your name, address and phone number. If you need more than 2 permanent laundry bags, please let us know and we will gladly supply.

Frequently Asked Questions, cont.

Q. Do I need to complete the inventory slip?

R. No you do not. We request that this form is completed so if there is a discrepancy with the cleaner on the number of items, we have documentation to protect you.

Q. Do I have to use the spotting tape?

R. No you do not. We provide this to help ensure that all spots are noted. You know where they are and what they are. We cannot guarantee spot removal, but using the spotting tape is a step toward helping with removal. Noting the spot on the Inventory Slip also will assist in removal.

Q. What if I am worried about a Spot?

R. Download our Spot Information form, fill it out and put it in with your clothes. We will do our best to get that Spot Out!

Q. What if my bag is not picked up on my pickup day?

R. Call us as soon as you notice we have missed you. We will make every attempt to obtain your bag that day and return it to you on your scheduled delivery. It is never too late to call and we will do our best to correct the situation.

Q. What if my delivery does not arrive on my delivery day?

R. Call us as soon as you realize your delivery is missing and we will promptly investigate and rectify.

Q. What if my delivery is incomplete?

R. We do not expect items to be misplaced, but in the event it occurs, we have 48 hours to notify the cleaner. So, please call or email us as soon as you notice any missing items.

Q. What if I don't want to pay by credit card?

R. Let us know and we can arrange alternate payment methods.

Q. What if I do not want reminder emails?

R. Let us know and will not send them to you.

Q. Are there any days that you do not pick and deliver?

R. We do not pickup or deliver on Saturdays, Sundays or on Standard Holidays.

Q. How is the business dropoff and delivery different?

R. Everything is the same except that you will drop your laundry bag at the location your company specifies and we will return your clothes to that location on your delivery day.

Q. What if I am away on my scheduled delivery day?

R. Just let us know and we will hold your clothes until you return.

Q. What if I run out of tape or inventory slips?

R. Just let us know and we will provide you more at your next delivery. If you need it immediately, you may use masking tape and you may download an Inventory Slip to complete.

Q. What if my bag does not have my identifying information tag on it or it is incorrect?

R. If this happens, please put your name and address on a piece of paper and put it in the top of the bag. Or, if you prefer, you may download and complete the Identification Tag Form and include it with your bag.

Still have questions? Just email us at info@spitspot.com or call 888-SPIT-SPOT