Legacy Dry Cleaners, LLC — Legal Policies & Terms

Business Entity: Legacy Dry Cleaners, LLC
Location: 3634 McCain Rd Ste 10, Jackson, MI 49203
Phone: (517) 990-6853
Website: legacydrycleaner.com
Contact Email: info@legacydrycleaner.com
Effective Date: November 25, 2026

Terms of Service & Store Policies

1. Scope of Services

Legacy Dry Cleaners, LLC provides professional dry cleaning, laundry, garment care, and sewing/alteration services. By dropping off items, scheduling pickup/delivery, or utilizing our website and messaging channels, you agree to these Terms of Service.

2. Garment Care & Limitation of Liability

We exercise utmost care in cleaning, pressing, and altering all garments and household items. However, Legacy Dry Cleaners, LLC is not responsible for:

- Inherent weaknesses or defects in fabrics, dyes, or construction;
- Pre-existing wear, tears, stains, or sun fading;
- Shrinkage or color bleeding resulting from manufacturer care label inaccuracies or unstable dyes;
- Damage to delicate trim, buttons, beads, sequins, zippers, or ornaments;
- Items left in pockets (such as pens, lip balm, jewelry, or cash).

Any claim for loss or damage must be reported within **48 hours** of pickup or delivery and accompanied by the original order ticket. Maximum liability for any lost or damaged item shall not exceed **ten (10) times** the cleaning or processing charge for that specific item, regardless of brand, age, or original purchase price.

3. 30-Day Unclaimed Property Policy & Storage Fees

- **30-Day Pickup Window:** Customers are expected to claim completed orders within **30 days** of the promised completion date.

- **Storage Fees:** Orders left unclaimed beyond 30 days are subject to recurring storage fees assessed every 30 days (**10%** of the order total for unpaid orders; **5%** of the order total for prepaid orders) and may be transferred to off-site storage.
- **Risk of Loss & Abandonment:** Legacy Dry Cleaners, LLC is not responsible for loss or damage to garments left beyond 30 days. Items remaining unclaimed after **90 days** (or the minimum statutory holding period required under Michigan law) will be deemed abandoned and may be donated to charity or disposed of at our discretion to recover processing and storage costs.

4. Bulk Orders, Payment & Pricing

- **Payment Terms:** Payment is due upon drop-off or at the time of pickup unless an approved house account is on file. We accept cash and major credit/debit cards processed through our third-party point-of-sale (POS) and payment processing partners.
- **Pricing & Specialty Care:** Quoted prices are estimates and are subject to adjustment based on garment fabric, construction, bulk order volume, and specialty stain treatment or sewing requirements.

Privacy & Google AI Customer Messaging Policy

1. Information Collection & Use

Legacy Dry Cleaners, LLC collects customer contact details (name, phone number, email address, and pickup/delivery address), garment preferences, and transaction records strictly to fulfill cleaning and sewing orders, process payments via our third-party POS and payment processors, and send order status updates. We never sell or rent your personal information to third parties.

2. Automated & Google AI Customer Messaging Consent

By contacting Legacy Dry Cleaners, LLC via Google Business Messages, SMS, or web chat, or by providing your mobile number at drop-off, you consent to receive automated and AI-assisted messages regarding order readiness, pickup/delivery alerts, pricing inquiries, and customer support.

3. Data Handling, Security & Opt-Out

- **Third-Party Integrations:** Conversations conducted through Google AI messaging services and order records managed in our third-party POS/payment systems are processed using secure industry-standard tools to answer questions, check order status, and coordinate service.
- **Payment Privacy:** Do not share full credit/debit card numbers or sensitive personal identification details directly in chat or text messages.

- **Opt-Out & Support:** Message and data rates may apply. You may opt out of automated SMS or messaging alerts at any time by replying **STOP** or by requesting assistance from a staff member at info@legacydrycleaner.com or in person at 3634 McCain Rd Ste 10, Jackson, MI 49203.