

# Benzinger's Dry Cleaning Delivery Service - FAQ's

## How often will Benzinger's Dry Cleaning pickup and deliver my clothes?

We will stop by your home or office twice a week without any contact from you. Your clothes will be picked up and returned on alternating scheduled days. You don't have to be home to use the service.

## When are the scheduled pickup and delivery days?

Your scheduled days will be determined by your delivery address. Pickup and delivery days will be assigned to you based on the location of your home or office.

*Example:* Monday/Thursday Schedule - Any item(s) picked up on Monday will be delivered on Thursday. Any item(s) picked up on Thursday will be delivered on Monday.

## What if I need customer service?

Once you've signed up, feel free to call our main office if you have any questions or concerns. Our drivers are very knowledgeable and care about the service they provide you. Our number is 649-6499.

## We'll provide you with delivery bags and a hang tag.

All customers will be supplied with 2 delivery garment bags and a hang tag at no charge.

## Can I still take advantage of all Benzinger's Dry Cleaning services?

Yes. Our pickup and delivery customers are entitled to all the services that Benzinger's Dry Cleaning provides, including household items (bedspreads, drapes, comforters, blankets, etc.), leather and suede, and simple alterations (hems, repairs, etc.).

## Where do I put my clothes for the driver?

For Office Customers - For most offices we service, your dry cleaning can be picked up and delivered right to your desk. However, some businesses choose to have a central location (like a break room or front desk).

For Residential Customers - Most residential customers simply leave their dry cleaning by their front door (behind the storm or screened door) to be picked up. Others use the garage or another door as the pickup and delivery place. Whichever you feel most comfortable with is fine with us.

## What if I forget to put my bag out?

You can drop it off at any location and we will deliver it on your next scheduled day.

## What if I have a special request?

If you have a special request ("no crease in black pants", "hem pants 1/2 inch", "see spot on red sweater", etc.), you can simply include a note in your bag which we will read when processing your order.

## What about holidays?

Normally, when a holiday falls on a Monday, we will be there on Tuesday. If the holiday falls later in the week, we will normally service you a day early.

## What do I do with all of my extra hangers?

If you would like to recycle your hangers, ask your driver for a hanger-recycling box or just leave the hangers in your delivery bag for the driver to pickup.

## How do I pay for service?

All of our Pickup & Delivery customers are setup on a convenient monthly charge account. Itemized statements sent out via email once a month and payment can be made either by check or automatically charged to your credit card. We currently accept Visa and MasterCard. For everyone's protection, delivery personnel cannot collect payment.