



For more information,  
call 502-339-9970

## **Frequently Asked Questions About Pick-up and Delivery**

**I'm worried about my clothes being stolen. Has this ever happened?**

No! We have never had a case of a stolen bag or stolen returned clothing since we have been in Pickup and Delivery business.

**How do I select the Pickup and Delivery Location at my house?**

Very simple. Together we choose a location that meets certain criteria. Some prefer through the side gate on the side of the house. Others have fairly secluded front entrances with good overhang to protect returned clothing in bad weather. Whatever the case, your route driver will help you select a location that meets all the criteria. It is important that this area is protected from rain, but also easily seen by the driver when he drives by to eliminate unnecessary stops to check for a bag.

**I'm never home. How do you get my clothes?**

You place your Plainview Cleaners Laundry Bag in your Pickup & Delivery Location by 8 am on your route day and your driver picks it up that day. The very next route day, those clothes are delivered to you with an invoice attached. The charges are placed on your account and you will be billed at the end of the month.

**What if I have a problem with a garment?**

Please call our office at (502) 339-9970 any time of the day and ask to speak to the Route Manager.

**Which days are my route days?**

Your route driver services your house twice a week. If we pick your bag up on Monday/Thursday, we will deliver your items on Thursday/Monday. It is the same if we pick up on Tuesday/Friday, we will deliver your items on Friday/Tuesday.

**I need service about 1 or 2 times a month? Can I still be on your route?**

Yes, we do offer "will call" pick-up/delivery. We do ask that you spend at least \$30/ month.

**Is there an extra charge for this service?**

No! You pay the exact same price as if you were to bring your garments into the store. No delivery or any other additional charges are involved.

### **What if I need something sooner than the three-day turnaround on your route service?**

A simple phone call to your route driver will handle any special request. We don't out-source our work to the lowest bidder; we own and operate our own plant so we can have your clothes ready at the store the day after they are picked up.

### **How is billing handled?**

Billing is done by a credit card set up on file. We charge your card at the end of the month for that month's invoices and send you a statement. We do not sell any customer's personal information and this information is securely maintained.

### **Can I pay each time the driver delivers my clothes?**

No. For efficiency, the route driver makes about 25 stops per hour. This gives us the ability to not charge extra for this service. Feel free to stop your route driver or call in advance for a special consultation about a problem or concern.

### **Can I pay with a credit card?**

Yes. We prefer you pay by credit card. We keep on file the credit card information and when the monthly statements are generated, your charges go directly onto your credit card. You will still receive a monthly statement showing your account activity and proof that the credit card was billed. You enjoy double grace periods, reduced check writing, and frequent flyer miles for enrolled cards. We except Visa, MasterCard and Discover.

### **Can I get alterations or repairs done?**

Yes, minor repairs are still done at no extra charge. All others will be done based on the request attached to the garment or instructions in the bag and will require extra delivery time.

### **Do you "out source" my clothes to another cleaner?**

No, we are a full service dry cleaner and laundry facility cleaning your shirts, pants, dresses, suits, wedding gowns and etc... Like all cleaners, some specialty items (leather, down) are sent to specialty cleaners.

### **Can I get paid for referrals?**

Yes, you can! We will credit your account \$10 to thank you for each customer you refer to our service immediately upon the receipt of your referral's first order!

### **Still have questions?**

Call us at (502) 339-9970 or checkout our website at [www.plainviewcleaners.com](http://www.plainviewcleaners.com).

***A Cuff Above the Rest!***