



## Frequently Asked Questions About Delivery Service

### Store Questions:

#### Where are you located?

Baldwinsville: 3 Mechanic St.

Cicero: 6195 Route 31 (in plaza behind Walgreens)  
315-635-6727

#### What are the store hours?

Baldwinsville:	weekdays	7 am to 7 pm
	Saturday	8 am to 3 pm
	Sunday	Closed

Cicero:	weekdays	7:30 am to 6:30 pm
	Saturday	9 am to 3 pm
	Sunday	Closed

#### Is there an additional charge for the delivery service?

The service is free.

#### How do I get started?

Call our store at 315-635-6727. We'll be happy to set you up on our Monday-Thursday or Tuesday-Friday route based on your location. On your first deliver date our driver will stop at your location with a labeled bag. You can leave items for him that day and he'll put them in the labeled bag for you.

#### What if I don't do enough dry cleaning for bi-weekly deliveries?

We can add your delivery information to your system. When you have an order for pick up simply call us at 635-6727 and we'll add you to the schedule.

### Pick Up Questions:

#### How often does the driver stop?

Our routes are bi-weekly, either Monday and Thursday or Tuesday and Friday, depending on your location.

#### Do I need to be home when the driver arrives?

No.

**Where do I leave my bag for the driver?**

The drop off/pick up location will be discussed and decided upon during your initial call. We do wish that the location will protect your items for the wind, snow and rain.

**Drop Off Questions:****When will my items be back?**

Your items will be delivered on the next scheduled route day. Altered items may take a week to complete.

**What if I need an order sooner than the next delivery day?**

You are always welcome to stop by one of our locations for faster service.

**What if I forget to leave my bag out and need my items by the next route day?**

You are always welcome to drop your delivery bag at one of our locations and tell us to deliver the completed order to your home on the next route day.

**What if I have an alteration, a minor repair, or spots on an item?**

Please enclose a note in the delivery bag with any special instructions. For alterations, you can either pin the item at home or include measurement instructions, for example: hem cuffs 2" or take in waist 1". Not sure? We are always happy to help you at one of our stores.

**What if I go on vacation or don't want my order delivered on the next route day?**

Call us at 635-6727 and let us know the dates you'd like us to stop and start your service.

**What if I have a question or a problem with my order?**

Call us at 635-6727.

**Billing Questions:****Will I get a bill?**

A bill will be emailed to you on the first of the month for the orders delivered during the previous month. If you do not have an email address, we will mail a bill to you. An invoice will be attached to every order delivered.

**How do I pay for my orders?**

We accept: cash, checks, Visa, Mastercard, Discover, and American Express. Payments can be made by mail, at one of our stores, or over the phone. You can also pay with your credit card automatically once a month.

**If I choose to pay automatically (once a month with my credit card) who do I contact to update or change my credit card information?**

Mary will be happy to answer any questions regarding your bill and payments. She can also update your credit card information over the phone.