

Laundry Bag Terms and Conditions

This Services Agreement ("Service Agreement") consisting of these terms and conditions and all other documents referenced herein by and between Laundry Bag ("Laundry Bag," "we," "us," and "our") and the individual receiving laundry and laundromat services ("Customer," "you," or "your"), sets forth the terms and conditions under which Laundry Bag will make available its laundry mat and laundry services, and related services and components (collectively, the "Service"). By accepting service and/or using the Service, Customer agrees to be bound by the terms of this Service Agreement and all documents incorporated by reference herein, including without limitation Laundry Bag Privacy Policy and Additional Terms (terms and conditions that will govern a new service offering) as each may be amended from time to time. If there is a conflict between this Service Agreement and any Additional Terms, the Additional Terms shall govern. PLEASE READ THIS AGREEMENT CAREFULLY TO ENSURE THAT CUSTOMER UNDERSTANDS EACH PROVISION. THIS AGREEMENT REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN JURY TRIALS OR CLASS ACTION LAWSUITS, AND ALSO LIMITS THE REMEDIES AVAILABLE TO CUSTOMER IN THE EVENT OF A DISPUTE. THIS SERVICE AGREEMENT INCLUDES MANY IMPORTANT TERMS, AND LIMITS AND DISCLAIMERS ON LAUNDRY BAG'S LIABILITY. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT USE THE SERVICE. Laundry Bag regularly updates and amends this Service Agreement, the Privacy Policy, and other documents incorporated by reference in this Service Agreement. Laundry Bag will communicate any such updates or amendments to Customer in accordance with Section 5(a). Customer may obtain, at no charge, a copy of the current Service Agreement or any documents incorporated by reference herein by visiting Laundry Bag's website or by contacting Laundry Bag.

1. GENERAL OVERVIEW.

This Service Agreement governs the following components and services defined under Laundry Bag's Service. Customer may select from a menu of standard residential or commercial service(s) based on Customer's needs. Details about the following can be found on Laundry Bag's website, unless noted otherwise: <https://laundrybag.biz/> (a) Standard laundry services – wash, dry, and fold services for residential and commercial Customers (b) Laundry Bag Equipment – on-site washers, dryers, and ancillary laundry equipment (c) Customer technical/repair support, including support staff

2. EQUIPMENT AND REQUIREMENTS FOR PROVISION OF THE SERVICE.

(a) Customer Equipment. To use the Service, Customer must bring their laundry and any required supplies unless otherwise provided. Although Laundry Bag is under no obligation to do so, Laundry Bag may perform updates and/or changes to its equipment, on-site or otherwise, from time to time as Laundry Bag deems necessary. Laundry Bag has no responsibility for the operation or support of any equipment Customer elects to bring in connection with the Services. Customer is not permitted to connect any harmful equipment or substances to Laundry Bag Equipment. Customer understands that failure to comply with this restriction may cause damage to Laundry Bag's equipment and subject Customer to liability for damages. Customer understands, acknowledges and agrees to not alter, modify or tamper with Laundry Bag Equipment or the Service, or permit, encourage or solicit any other

person to do the same, unless such person has been authorized by Laundry Bag. (b) Laundry Bag Equipment. Customer acknowledges that the equipment owned and operated by Laundry Bag (the "Laundry Bag Equipment") is provided for use during the Service. The Laundry Bag Equipment is and shall remain the property of Laundry Bag. Customer agrees to use Laundry Bag Equipment only as intended and in accordance with posted instructions. (c) Customer's Obligation Regarding Equipment. Customer understands and agrees that: (i) Customer must use Laundry Bag Equipment only as directed; and (ii) Customer's misuse of the equipment may result in damage to Laundry Bag Equipment or to Customer's property, for which damage Customer will be solely responsible. (d) Replacement and Maintenance of Laundry Bag Equipment. Laundry Bag shall have no obligation to repair, replace or otherwise upgrade any Laundry Bag Equipment damaged as a result of Customer misuse or neglect. After any incident of misuse, Customer will be solely liable for any and all resulting damage to Laundry Bag Equipment. (e) Customer understands, acknowledges and agrees that prior to Laundry Bag servicing any equipment, it is Customer's responsibility to remove all personal items and belongings from any machines or drop-off bags. Under no circumstances shall Laundry Bag be liable for any loss, disclosure, alteration, or damage to any personal items left in equipment.

3. ACCESS TO CUSTOMER'S PROPERTY.

For pick-up and delivery services, Customer hereby grants Laundry Bag and its Affiliates, and each of their respective employees, contractors, representatives, agents, and Operational Service Providers the right to enter Customer's property and premises at any scheduled time for the purpose of picking up or delivering laundry or fulfilling its obligations under this Agreement. Laundry Bag shall provide Customer with reasonable advance notice of any such planned access, except when an emergency or other exigent circumstance exists.

4. CUSTOMER'S REPRESENTATIONS, RESPONSIBILITIES AND WARRANTIES.

If Customer is an individual, Customer represents and warrants that he or she is at least 18 years of age and has legal authority to execute this Agreement. If Customer is a commercial entity, the individual executing this Agreement represents and warrants he or she has legal authority to execute this Service Agreement on behalf of Customer. (a) This Service is personal to Customer and Customer represents and warrants that it will not assign, transfer, resell or sublicense Customer's rights under this Agreement unless specifically permitted by the terms of this Agreement. (b) Customer represents and warrants that Customer is solely responsible and liable for any and all breaches of the terms and conditions of this Agreement and any other documents incorporated by reference in this Service Agreement. (c) Customer represents and warrants that Customer will not use the Service in a manner that (i) infringes or violates the intellectual property rights or proprietary rights, rights of publicity or privacy, or other rights of any third-party; (ii) violates any local, state or federal statute, ordinance or regulation, or this Service Agreement; (iii) is harmful, fraudulent, deceptive, threatening, abusive, harassing, tortious, defamatory, vulgar, obscene, libelous, or otherwise objectionable; or (iv) impersonates any person or entity, including any officer, employee, agent, representative or Operational Service Provider of Laundry Bag or its Affiliates. (d) Customer represents and warrants that the personally identifiable information ("Personal Information") Customer provided and will provide to Laundry Bag during the term of this Service Agreement, including without limitation Customer's legal name, email address, service address, billing address, telephone number(s), and payment data is accurate, complete and current. (e) Customer represents and warrants that there are no legal,

contractual or similar restrictions on the use of Laundry Bag services in the manner authorized by Customer and that Customer is responsible for ensuring compliance with all applicable regulations. (f) Customer represents and warrants that Customer will not bring or submit any items through the Service that are hazardous, illegal, or otherwise prohibited.

5. THE SERVICE AND PRIVACY.

Laundry Bag has established a Privacy Policy ("Privacy Policy"), which governs Laundry Bag's collection, use, disclosure, management and security related to Customer's personally identifiable information ("Personal Information"). Communication by Laundry Bag is used exclusively for responding to customers and site emergencies. (a) Customer agrees that Customer received a copy of the then-in-effect Privacy Policy at the time Customer executed this Service Agreement. Laundry Bag may update or amend the Privacy Policy at any time without Customer's prior consent, unless such consent is required by law. Laundry Bag will, however, provide notice of any such changes. Customer's continued use of the Service after notice of any changes or amendments will indicate Customer's acceptance of such changes. (b) Laundry Bag does not routinely monitor a Customer's activity for violation of this Service Agreement. However, Customer agrees that Laundry Bag has the right to monitor the Service and any information related to provision or receipt of the Service in accordance with this Service Agreement. (c) Laundry Bag may require that Customer use a username and password combination or other reasonable procedures to confirm Customer's identity when accessing account information or making changes to the Service.

6. PASSWORDS.

(a) Residential accounts are for individual use only. Commercial accounts are for authorized personnel only. (b) Residential Customers shall not share passwords or accounts with others. Commercial Customers shall only provide passwords to authorized personnel. (c) Laundry Bag shall provide or obtain passwords to protect Customer's account and Services. In the event that the security of a Customer's account or Service is compromised, Laundry Bag shall provide Customer with a new password. (d) Laundry Bag may monitor the security of Customer's passwords at any time.

7. SYSTEM SECURITY.

(a) Customer is solely responsible for maintaining the security of Customer's account and protection of Customer's User ID, password and Personal Information. (b) Customer is prohibited from utilizing the Service to compromise the security or tamper with Laundry Bag's system resources or accounts. Use or distribution of tools designed for compromising security is prohibited. (c) Laundry Bag reserves the right to release information about Customers involved in violating system security to appropriate authorities, and will fully cooperate with law enforcement in investigating suspected lawbreakers, subject to Laundry Bag's Privacy Policy and applicable law.

8. ACCEPTABLE USAGE.

Laundry Bag's Acceptable Use Policy governs the type of acceptable activities associated with the use of its services. Customers are expected to use equipment and services in a lawful, respectful, and appropriate manner.

9. PENALTIES FOR VIOLATIONS OF SERVICE AGREEMENT.

(a) Violation of this Service Agreement may be subject to immediate termination of Customer's account in addition to any and all criminal and civil penalties available under the law. Typically, Customer will receive a warning on the first offense. However, if the offense is severe enough, Laundry Bag reserves the right to disable and terminate the account immediately. (b) Laundry Bag will not reimburse Customer when Service has been suspended or disabled due to violations of this Service Agreement. (c) If Service is disconnected for non-payment, Laundry Bag is not obligated to reconnect Customer's Service. However, if Customer desires reconnection, and Laundry Bag agrees to do so, Customer may be required to pay any amount past due.

10. GARMENT CARE AND LIABILITY.

(a) General Care. Laundry Bag will use reasonable, industry-standard efforts to maintain a high-quality cleaning service. However, Laundry Bag accepts no liability for damage due to normal cleaning of items, including but not limited to clothing that bleeds, shrinks, fades, or otherwise changes as a result of standard washing and drying procedures. Laundry Bag does not guarantee the removal of all stains. (b) Special Care Items. Laundry Bag accepts no liability for special care items, including but not limited to dry-clean-only garments, hand-wash-only items, delicate fabrics, or items with embellishments. Customer assumes all risk by submitting such items for standard laundry service. Laundry Bag reserves the right to refuse to clean any garment at its sole discretion. (c) Zippers and Fasteners. Zippers, buttons, snaps, and other fasteners may behave unpredictably during the cleaning process. Laundry Bag does not accept liability for damage to or caused by such fasteners during normal cleaning procedures. (d) Detergents and Allergens. Customer is aware that Laundry Bag uses shared machines in which different detergents and cleaning products are used. Trace amounts of prior detergents or cleaning agents — which may not be hypoallergenic or may cause an allergic reaction — may not be completely rinsed from machines between uses. Customers with known allergies or sensitivities assume all risk when submitting items for service. (e) Lost or Damaged Items — Reporting Window. Customer must notify Laundry Bag of any lost or damaged items within five (5) business days of receipt of a completed order. Failure to notify Laundry Bag within this window constitutes a waiver of any claim for lost or damaged items from that order. Laundry Bag is not responsible for loss, damage, or theft of items left unattended by Customer for pickup or delivery. (f) Unclaimed Laundry. Items not claimed within thirty (30) days of completion of service are no longer the responsibility of Laundry Bag and may be donated or disposed of at Laundry Bag's sole discretion. Laundry Bag shall have no liability for unclaimed items after this period. (g) Liability Cap for Garment Damage. In the event Laundry Bag is found liable for damage to or loss of a garment or other item, Laundry Bag's maximum liability shall not exceed the lesser of: (i) the current replacement cost of the item, or (ii) ten (10) times the charge for cleaning that item. Any compensation will be issued via account credit unless otherwise agreed in writing.

11. PROHIBITED ITEMS.

Customer agrees not to include any of the following items in laundry submitted to Laundry Bag: (a) Non-washable items, including but not limited to items labeled dry-clean only (unless Customer assumes all risk as described in Section 10(b)); (b) Hazardous materials, including but not limited to items soiled with gasoline, oil, flammable chemicals, pesticides, biohazardous substances, or any other

dangerous material; (c) Items containing sharp objects, including but not limited to needles, knives, or broken glass; (d) Valuables, including but not limited to money, jewelry, electronics, keys, or personal documents. Laundry Bag is not responsible for any such items left in clothing or laundry bags; (e) Pest-infested items, including but not limited to items known or suspected to contain bedbugs, lice, or other pests; (f) Excessively soiled items (e.g., items soiled with human or animal waste) that pose a health or sanitation risk to Laundry Bag staff or other customers' laundry. Customer is solely responsible for any damage to Laundry Bag equipment, other customers' garments, or Laundry Bag property caused by prohibited items submitted by Customer. Laundry Bag reserves the right to return any item without cleaning if prohibited or suspect items are discovered.

12. CUSTOMER'S PAYMENT OBLIGATIONS.

Customer understands, acknowledges and agrees to pay Laundry Bag in accordance with Laundry Bag's current billing policies. Failure to fulfill any payment obligations in a timely manner as provided herein will be considered to be a violation of this Service Agreement.

13. DISCLAIMER OF WARRANTIES.

(a) CUSTOMER EXPRESSLY AGREES THAT CUSTOMER USES THE SERVICE AND LAUNDRY BAG EQUIPMENT AT CUSTOMER'S SOLE RISK. THE SERVICE AND LAUNDRY BAG EQUIPMENT ARE PROVIDED ON AN "AS-IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF TITLE, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, OR MERCHANTABILITY. NEITHER LAUNDRY BAG NOR ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, REPRESENTATIVES, AGENTS, OPERATIONAL SERVICE PROVIDERS, THIRD-PARTY SUPPLIERS OR LICENSORS WARRANT UNINTERRUPTED, TIMELY OR SECURE USE OF SERVICE OR THAT THE SERVICE WILL MEET CUSTOMER'S REQUIREMENTS. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY CUSTOMER FROM LAUNDRY BAG SHALL CREATE ANY WARRANTY NOT EXPRESSLY MADE HEREIN. (b) CUSTOMER UNDERSTANDS AND AGREES THAT NEITHER LAUNDRY BAG NOR ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, REPRESENTATIVES, AGENTS, OPERATIONAL SERVICE PROVIDERS OR THIRD-PARTY SUPPLIERS AND LICENSORS GUARANTEE ANY PARTICULAR LEVEL OF SERVICE QUALITY, TURNAROUND TIME, OR SPECIFIC OUTCOME FOR ANY LAUNDRY ITEM. THE AVAILABILITY AND QUALITY OF THE SERVICE PROVIDED MAY VARY DEPENDING UPON A NUMBER OF FACTORS BEYOND LAUNDRY BAG'S CONTROL. (c) THIS SERVICE AGREEMENT GIVES CUSTOMER SPECIFIC LEGAL RIGHTS, AND CUSTOMER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

14. LIMITATION OF LIABILITY.

(a) STATUTE OF LIMITATIONS: CUSTOMER MUST BRING ANY CLAIM OR LAWSUIT WITHIN ONE (1) YEAR THE CLAIM OR SUIT ARISES. (b) TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW, IN NO EVENT SHALL LAUNDRY BAG OR ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, REPRESENTATIVES, AGENTS, OPERATIONAL SERVICE PROVIDERS, THIRD-PARTY LICENSORS OR THIRD-PARTY SUPPLIERS BE LIABLE

WITH RESPECT TO THE SERVICE OR THE SUBJECT MATTER OF THIS SERVICE AGREEMENT UNDER ANY CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY. IF ANY PART OF THIS LIMITATION ON LIABILITY IS FOUND TO BE INVALID OR UNENFORCEABLE FOR ANY REASON, THEN THE AGGREGATE LIABILITY OF CUSTOMER UNDER SUCH CIRCUMSTANCES SHALL NOT EXCEED ONE HUNDRED DOLLARS (\$100.00 US). (c) ADDITIONALLY, LAUNDRY BAG WILL HAVE NO LIABILITY FOR: (i) ANY AMOUNT IN EXCESS OF ONE HUNDRED DOLLARS (\$100.00 US); (ii) ANY THIRD-PARTY FEES OR CHARGES; (iii) ANY INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER; (iv) DATA LOSS OR COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; (v) ANY MATTER BEYOND LAUNDRY BAG'S REASONABLE CONTROL; OR (vi) CUSTOMER'S USE OF THE SERVICE IN VIOLATION OF THIS SERVICE AGREEMENT.

15. AGREEMENT TO ARBITRATE.

CUSTOMER AND LAUNDRY BAG AGREE TO ARBITRATE ALL DISPUTES AND CLAIMS BETWEEN CUSTOMER AND LAUNDRY BAG. The agreement between Customer and Laundry Bag to arbitrate all disputes and claims between them is intended to be broadly interpreted. It includes, but is not limited to: claims arising out of or relating to any aspect of the relationship between Customer and Laundry Bag, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory. CUSTOMER AGREES THAT, BY ENTERING INTO THIS AGREEMENT, CUSTOMER AND LAUNDRY BAG ARE EACH WAIVING THE RIGHT TO A TRIAL BY JURY OR TO PARTICIPATE IN A CLASS ACTION. This Agreement evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. (a) A party who intends to seek arbitration must first send to the other, by certified mail, a written notice ("Arbitration Notice"). An Arbitration Notice to Laundry Bag must be addressed to Laundry Bag at the address set forth in this Service Agreement for notices. The Arbitration Notice must (i) describe the nature and basis of the claim or dispute and (ii) set forth the specific relief sought. If Customer and Laundry Bag do not reach an agreement to resolve the claim within sixty (60) calendar days after the Arbitration Notice is received, Customer or Laundry Bag may commence an arbitration proceeding. (b) The arbitration shall be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association (the "AAA"), as modified by this Agreement, and shall be administered by the AAA. Unless Customer and Laundry Bag agree otherwise, any arbitration hearings shall take place in Gem County, Idaho. (c) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. CUSTOMER AND LAUNDRY BAG AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN ITS INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. (d) Notwithstanding any provision in this Agreement to the contrary, Customer and Laundry Bag agree that if Laundry Bag makes any future change to this arbitration provision, Customer may reject any such change by sending Laundry Bag written notice within 30 days of the change.

16. INDEMNIFICATION.

Customer agrees to indemnify, defend and hold harmless Laundry Bag, its Affiliates, officers, directors, employees, shareholders, representatives, agents, Operational Service Providers, third-party licensors and suppliers and their respective members, officers, directors, employees, agents, representatives and contractors, and each of their successors and assigns (collectively, the "Laundry Bag Indemnitees") from and against all losses, expenses, damages and costs (including reasonable attorneys' fees) and other claims brought against any Laundry Bag Indemnitee(s) related to Customer's use of the Service or any violation of this Service Agreement, including claims resulting from Customer's negligence.

17. TERMINATION OF THE SERVICE.

(a) IF CUSTOMER CANCELS THE SERVICE OR ANY ASPECT THEREOF FOR ANY REASON, LAUNDRY BAG SHALL NOT BE REQUIRED TO REFUND CUSTOMER ANY PORTION OF THE FEES PAID BY CUSTOMER FOR THE PERIOD IN WHICH CANCELLATION OCCURS, UNLESS REQUIRED OTHERWISE BY STATE LAW. (b) Customer may terminate the Service at any time by providing Laundry Bag written notice, either via mail to the address set forth in Section 18(h), email to laundrybag143@gmail.com, or call/text to 208-954-6517, ten (10) days prior to desired termination date. The full payment is due for any part of a period in which Service is provided. (c) Laundry Bag may suspend, disconnect or terminate the Service at any time without prior notice if Laundry Bag believes in its sole discretion that Customer has (i) failed to pay Customer's bill when due, (ii) threatened or harassed any Laundry Bag employee, agent or contractor or (iii) violated any other provision of this Service Agreement. (d) In the event that Customer's account is suspended, disconnected or terminated, no refund shall be granted. (e) Sections 3 through 18 herein shall survive any termination or expiration of this Agreement.

18. GENERAL PROVISIONS.

(a) This Service Agreement (including all documents incorporated herein by reference) constitutes the entire agreement with respect to the Service. This Service Agreement supersedes and nullifies all prior understandings, promises and undertakings made orally or in writing by or on behalf of the parties with respect to the subject matter of this Agreement. (b) The Parties agree that any Affiliates, Operational Service Providers, agents, third-party suppliers and licensors of Laundry Bag are intended beneficiaries of this Service Agreement. Except as set forth in the previous sentence, this Agreement is not intended to give and does not give any rights or remedies to any person other than Customer and Laundry Bag. (c) No agency, partnership, joint venture, or employment relationship is created as a result of the Service Agreement and neither party has any authority of any kind to bind the other in any respect. (d) Laundry Bag shall not be liable for any failure to perform its obligations hereunder where such failure results from any cause beyond Laundry Bag's reasonable control, including, without limitation, mechanical, electronic or communications failure or degradation. (e) This Service Agreement and all matters arising out of or related to this Service Agreement shall be governed by the laws of the State of Idaho without regard to its conflicts of law provisions. Subject to the agreement between Customer and Laundry Bag with respect to arbitration of any disputes, Customer agrees that the federal and state courts of Idaho alone shall have jurisdiction over all disputes arising under this Service Agreement. (f) Laundry Bag's failure to exercise or enforce any right or provision of this Service Agreement shall not constitute a waiver of such right or provision. If any term, covenant, condition or provision of this Service Agreement shall, to any extent, be held invalid, illegal or unenforceable, the remainder of this

Service Agreement shall not be affected. (g) Laundry Bag may change, amend, alter, or modify this Service Agreement at any time. Laundry Bag may notify Customer of any change either by posting that change on Laundry Bag's website (<https://laundrybag.biz/>) and by sending Customer an email or by U.S. mail. If Customer continues to use the Service after such notice has been made, Customer agrees that such continued use shall be deemed to be Customer's acceptance of those changes. (h) Except as specifically set forth in this Service Agreement, any notices under this Agreement shall be effective as follows: (i) If to Customer: notice shall be made by (i) email to Customer's account email address; (ii) by first-class mail to Customer at Customer's billing address then on file with Laundry Bag; or (iii) when posted to the Announcements page of Laundry Bag's website. (ii) If to Laundry Bag: notice shall be made exclusively by first-class mail to Laundry Bag at its business address or such other address as Laundry Bag may from time to time publish to Customer. (i) Customer may not assign this Agreement, or Customer's rights or obligations under this Service Agreement, without Laundry Bag's prior written consent. Laundry Bag may transfer or assign any portion or all of this Service Agreement at any time without notice to Customer. (j) Laundry Bag and Customer understand, acknowledge and agree that this Services Agreement is entered into as of the earlier of the date of first service and/or the acceptance of Services.