



Comments Received by the Department of Consumer Affairs

on

Proposed Rule related to Amendment of Rules Regulating  
Commercial Laundries

as made available for public inspection

**IMPORTANT:** The information in this document is made available solely to inform the public about comments submitted to the agency during a rulemaking proceeding and is not intended to be used for any other purpose

From: cheng xin <cxny2007@gmail.com>  
Sent: Tuesday, January 16, 2018 4:40 PM  
To: Rulecomments  
Subject: Laundry owner

Refund Rules 4.i and 4.ii.b under § 2-134 General Provisions, are unacceptable!!!

我在开洗笼已经有十年的时间，看过很多的客人，有的客人很有礼貌而且自助洗衣服的时候会放比较少的衣服在洗衣机里面，用合理的洗衣水进行清洗，都很满意我们的服务，如果遇到放满满一桶的衣服在洗衣机里面，又放很少洗衣水在机器里，他们就会投诉我们的机器没有水没有看到洗衣水的泡泡，甚至会毫不顾及的用脏字骂我们，要求退钱。谢谢消费局给我们这个机会来反映这些情况！祝你们有个愉快一天！！

I have been at the laundry business for a decade and met many customers. Some are polite and use the machine properly, not letting the machine overload. They are satisfied with our service. If they let the machine overload and put less water for washing, they will complain to us that the machine does not have enough water as they do not see the bubble in the machine. They will even curse us with dirty words and request for refund. Thanks DCA for giving us this opportunity to express our concerns. Have a nice day!

From: Fang Wu <fxw129@yahoo.com>  
Sent: Tuesday, January 16, 2018 4:38 PM  
To: Rulecomments  
Subject: Dear Dca officer

Refund Rules 4.i and 4.ii.b under § 2-134 General Provisions, are unacceptable. It will create conflict.

Sent from my iPhone

From: haifei zhou <adazhou91@yahoo.com>  
Sent: Tuesday, January 16, 2018 5:00 PM  
To: Rulecomments  
Subject: Re: Unacceptable - Refund Rules 4.1 and 4.ii.b

Dear Sir/Madam,

The newly proposed 4.1 and 4.ii.b rules, under the 2-134 General Provision, are unacceptable because they unfairly place unwarranted responsibilities upon the store management. As the owner of a laundromat business, I always give my greatest efforts in providing satisfactory services to my customers. However, some may be uninformed of proper ways to use store machinery (e.g. overloading washing/drying machines, pouring too much detergent, not properly following listed procedures on machinery). Therefore, machinery issues that may arise independent of the store owner should not be the store owner's responsibility to provide refunds.

Sincerely,

Ada  
Member of Chinese American Laundry Association

From: jeffrey Li <ljeffrey123@hotmail.com>

Sent: Tuesday, January 16, 2018 4:06 PM

To: Rulecomments

Subject: 反对向客人退款的条例，因为大部份顾客在机器正常的工作，使用过程中操作不当造成衣服破损，并不是商家机器造成损坏，这样的客人能退款，比如客人是工作衣服、口袋里有铁钉造成衣服破坏，或者有颜色笔污染都是客户本人造成，你这样政策太冤枉商家了，必须要拆掉。谢谢！市政府给予我们配合！

发自我的 iPhone

Subject: We oppose the new rules about refund because refund is reasonable only when the machine is under normal condition and clothes damages were caused by incorrect operation, instead of machine breakdown. However, if clothes damages are caused by nails or pens in the clothes, these rules are bad for Laundromats. They must be opposed. Thanks the municipal government for your cooperation!

Sent from my iPhone

From: lau <sandylau2008@hotmail.com>  
Sent: Tuesday, January 16, 2018 4:24 PM  
To: Rulecomments  
Subject: Proposed rule

发自我的 iPhone Refund Rules 4.i and 4.ii.b under § 2-134 General Provisions, are unacceptable!!!

Sent from my iPhone

From: Sheng Chen <canyl2018@gmail.com>  
Sent: Tuesday, January 16, 2018 4:00 PM  
To: Rulecomments; Ortiz, Carlos (DCA); Adams, Casey (DCA)  
Subject: Proposed Rules 4.i 4.ii.b

Rules 4.i and 4.ii.b under § 2-134 General Provisions, are unacceptable!!!  
Posting these two rules will make some consumers to take advantage of it, they would argue that their clothes are damaged due to machinery reason, or their clothes are not washed properly!  
Some of laundry owners have policy like no refund but a free wash if the machine doesn't wash properly. however for dryers we do not refund!  
It is self-serving! very hard to determine who's fault!  
Can DCA come out and clarify these two rules?

Regards,

Chinese American Laundry Association

From: Sheng Chen <canyl2018@gmail.com>  
Sent: Tuesday, January 16, 2018 3:33 PM  
To: Rulecomments; Ortiz, Carlos (DCA); Adams, Casey (DCA)  
Subject: proposed rules for laundry

We are strongly disagree with the proposed rules 4.i and 4.ii.b under § 2-134 General Provisions. How do you know something is caused by machinery issue? How do you the the detergents or items consumers put inside the machine will not cause issue? We always like to help our consumers doing laundry, telling them the proper way to do laundry.

However, you don't know what consumers put inside the machine to wash, sometime they don't even know what they have. If there is damage they would claim that's the store's fault. Thus, we have disclaimer liabilities to any damages!

These two rules are unacceptable!!!

Regards,

Chinese American Laundry Association

From: wenbin qu <wenbinqu1@yahoo.com>  
Sent: Tuesday, January 16, 2018 5:00 PM  
To: Rulecomments

Subject: 消费局主管：下午好对于你们这些新措施，本人觉得因机器问题对客人赔款之事，你们应该谨慎行事，本人从事洗衣行业已经十几年了，对于机器问题各家洗衣店都有自己的解决方案，这条约会产生很多的问题，有客人放了不该放的东西在洗衣机里，使衣服破损，有客人放错了洗衣水，反正这方面客人问题多多，对于机器洗到一半，坏了，这店家都会让客人重新洗一次，不付钱的，所以对于这条法规请各位领导三思再三思。谢谢！

发自我的 iPhone

Subject: Supervisors of DCA: Good afternoon. Regarding to the new rules on refund, I think cautious action should be taken. I have been in the laundromat business for more than a decade. Each laundry shop has its own approach to machine problems. I think these rules will trigger many problems. Some customers put improper things in the machine, causing clothes damages. Some are wrongly fill water for doing laundry. In terms of machine breakdown when doing laundry, the owner will let customer do the laundry again without any charge. As such, I plead the supervisors of DCA to reconsider these rules. Thank you!

Sent from my iPhone

From: XiaXiaofan <xiaofanxia@icloud.com>  
Sent: Tuesday, January 16, 2018 4:36 PM  
To: Rulecomments  
Subject: Refund Rules 4.i and 4.ii.b under § 2-134 General Provisions, are unacceptable!!!

这条法规对商家很不公平，如果顾客操纵机器不当造成衣服损害，却要诬陷我们商家的机器不好这难道也要退钱吗？如果还有些顾客看到我们贴出这么退款的法规，而故意诬陷机器的各种问题想要退钱，让我们商家又该怎么办？请政府部门慎重考虑，保护顾客利益时也要考虑到商家的难处，谢谢！

These rules are unfair to the owner. Are we supposed to refund for clothes damages due to the improper use of the machines by the customers who falsely accuse us? If customers see such rules on refund in our store and make problems intentionally for refund, what should we do? I plead government authorities to reconsider it and take the owners' concerns into consideration while protecting customers' interests. Thanks!

Good morning. My name is Nora Nealis, I represent the NCA and would like to thank you for this opportunity to comment on the rulemaking to implement Local Law 87 on behalf of the City's neighborhood dry cleaners. We are therefore offering the following comments:

1. The intent of the City Council in adopting this law is clear – to create a new category of laundry license – industrial laundries so that DCA could regulate that segment of the industry which had been outside their jurisdiction. At the time of the enactment, it was estimated that 100 such laundries exist citywide.

It is critical that this rulemaking process address a definition of industrial laundries that is in keeping with the Council's intent. Failure to do so would be extremely detrimental to small business. In order to be supportive of small business, the definition must incorporate language that makes clear that an industrial laundry is one wherein the majority of its accounts are commercial, and that neighborhood dry cleaners and laundromats whose primary business is serving retail consumers, but may have a handful of small commercial clients are classified as retail laundries. Unless the rulemaking process addresses this critical issue, many hundreds, if not thousands, of dry cleaners and laundromats citywide will be improperly classified as industrial laundries posing an extraordinary financial and regulatory burden on both the regulated community and the DCA's enforcement resources. It should be noted that in the Council's economic impact report it was anticipated that 100 additional licenses would be issued. Failure to clarify the definition of industrial laundry so that it reflects the City Council's intent would be a serious breach of faith and trust.

2. Only one license should be required of a licensee. Currently the DCA is saying that laundries offering retail services must have a retail license, and if they have even ONE commercial account must also have an INDUSTRIAL laundry license. There is no

justification for this implementation strategy and rulemaking should make it clear that only one license is necessary, and that one license is determined based on the primary client base – retail or commercial. To do otherwise, is unnecessarily burdensome to small business.

3. The 2 inch lettering requirement for signage must be revised downward. It is being proposed that the posted price list of services offered be developed using letters 2 inches in height. Given the wide array of garment types, decorative fabric services and other items that neighborhood dry cleaners offer services for, a sign such as that proposed would not be a poster but a wall mural. Under the old laundry law, the Price Posting signage was generally displayed on an 11 x 17 inch poster, and was adequate to providing consumers with an easily read and understood price list.
4. DCA's rulemaking should incorporate language that would permit pre-existing laundry license holders who have a stock of printed promotional materials disclosing their old laundry license number to exhaust that supply without having to add the new laundry license number to these pre printed pieces or throw them away. Not being able to use their existing promotional material stock is a sheer waste of paper, resources and money. The application for a new license reference old laundry license numbers, and given the technology available today cross referencing is easy. In addition, the new laundry license number will be displayed at point of purchase, on Price List Posters and vehicles.
5. The law exempts dry cleaning. However, since dry cleaners LAUNDER shirts, virtually every dry cleaner in the City will have a retail laundry license. As such, rulemaking should clarify that employee counts DO NOT include dry cleaning workers, and only those employees handling laundry should be counted.

252 West 29<sup>th</sup> Street

NYC NY 10001

212 967 3002

[info@nca-i.com](mailto:info@nca-i.com)

From: Chen Qiao shi <chenqiaoshi@yahoo.com>  
Sent: Wednesday, January 17, 2018 7:43 AM  
To: Rulecomments

Refund Rules 4.i and 4.ii.b under § 2-134 General Provisions, are unacceptable!!!

发自我的 iPhone

Sent from my iPhone

From: 陈shan <chenshan971@gmail.com> Chen shan  
Sent: Tuesday, January 16, 2018 11:51 PM  
To: Rulecomments  
Subject: proposed rules REFUND

有的客人本身就是旧衣服再洗的满满一桶必然会有卷破什么也要我们负责吗？烘干机也是烘的满满的还有不可烘的面料烘焦了也是我们责任吗？还有口袋里的钢笔、铁钉、口红等等也要我们赔吗？有的客人洗好了衣服另外一个客人不看清自己衣服投进钱重洗也要我们退钱吗？

Would we be held responsible for the clothes damages when customers wash old clothes in an overloaded washer, which is bound to cause the clothes to wrinkle or broken? Would we be held responsible for damages caused because the dryers are overloaded or when clothes that are not supposed to be machine dried are put into the dryers and burned? Should we have to pay for the clothes damages due to pen, nail, lipstick etc. in clothes? Should we have to refund for customers who put the money in the machine for rewashing as they neglect that the laundries have been done?

From: Guo Yiqing <101northern@gmail.com>  
Sent: Tuesday, January 16, 2018 10:06 PM  
To: Rulecomments  
Subject: [From Vwall: Suspected SPAM]: Oppose the refund regulation

I saw the new regulations about refund. I oppose the new regulations about refund, because sometimes the customers wouldn't check the machine before using, there might be gum, lipstick, pens etc. to damage the clothes. And the machine we don't know when they stop working. How I predict when they stop working and I need pay something to the customers. What's more, a lot of customers don't know how to use the machine properly, so that to damage my machines and their clothes. It's so unfair if they damage our machines, and I need pay their damaged clothes. So I definitely recommend DCA don't list the refund regulations out so that make our business keep fighting unreasonable regulations with customers.

Thank you!  
Sincerely,  
Owner of A Laundromat

From: iao kuok <kuok1820@icloud.com>

Sent: Tuesday, January 16, 2018 10:06 PM

To: Rulecomments

Subject: 如果客人不听劝阻把衣服塞满造成水量不够, 洗完后有衣服还是干的, 不讲理说洗衣机坏了, 要求退款是不是有点不公平。

发自我的 iPhone

Subject: Isn't it unfair to request a refund when a customer overloads the washer against advice, which makes the water insufficient, and when it's finished and some clothes are dry, claims the machine is broken?

Sent from my iPhone

From: jinhua chen <jinhuachen123321@gmail.com>  
Sent: Tuesday, January 16, 2018 9:53 PM  
To: Rulecomments  
Subject: Proposed rules Refund

我坚决反对关于洗衣店新规的赔款和退款条例。

有些客人不懂如何操作洗衣机，烘干机弄坏了衣服或者在操作的过程中自己弄坏了衣服也需要我们来承担责任吗？客人拿来洗的衣服有可能本身就是坏的，或者客人拿来洗的衣服根本就不适合用洗衣机洗也不适合用烘干机烘的。而且机器随时可能出现意外，我们也不能保证机器不会出错。如果客人洗衣服时离开用时太长占用洗衣机烘干机万一出现意外又怎么解决呢。  
条例不合理，我坚决反对。

发自我的 iPhone

I strongly oppose these new rules on refund and compensations.

Some customers do not know how to operate the washing machines or dryers. There are clothes damages due to improper laundering. Should we be responsible for such damages? There is possibility that the clothes to be washed are not intact or they are not suitable for washing or drying by washing machines and dryers. There are odds of machine breakdown that are not controlled by the owner. How should we handle any accidents when customers leave for a long time when the drying machine is still running? These rules are unreasonable, I strongly object them.

Sent from my iPhone

From: lisa82773@gmail.com  
Sent: Tuesday, January 16, 2018 5:24 PM  
To: Rulecomments

Refund Rules 4.i and 4.ii.b under § 2-134 General Provisions, are unacceptable!!!

Sent from my iPhone

From: 王孟凯 <submitkai1978@yahoo.com>

Mengkai Wang

Sent: Tuesday, January 16, 2018 7:31 PM

To: Rulecomments

Subject: 消费局 Department of Consumer Affairs

发自我的 赔偿这一条坚决反对，很多客人自己操作不当导致衣服烘干的时候烤焦了，有许多衣服不能烘太久。而且他们都是自己洗我们不可能帮他们检查每一件衣服可不可以烘干。

I oppose the rule of compensation. Many clothes damages are caused by customers' incorrect operation of the drying machine. Many clothes cannot be over-dried. As a Laundromat owner, it is impossible for us to check every clothes for customers after drying.

From: 王孟凯 <submitkai1978@yahoo.com>

Mengkai Wang

Sent: Tuesday, January 16, 2018 5:18 PM

To: Rulecomments

Subject: 消费局 Department of Consumer Affairs

发自我的 iPhone

Refund Rules 4.i and 4.ii.b under § 2-134 General Provisions, are unacceptable!!!

Sent from my iPhone

From: TianHe Qu <tianz443@gmail.com>  
Sent: Tuesday, January 16, 2018 9:47 PM  
To: Rulecomments  
Subject: Letter of No Objection Review Process Concern and Comment

Good Evening,

My name is Wenbin Qu and I am a current tenant and owner of a Laundromat.

I am writing to you in response to the rule change hearing regarding the procedures for reviewing the Letter of No Objection.

I have previously received a disapproval notice stating that my request for the letter was denied due to 5 open DOB violations, 12 open ECB violations and also 2 open applications, which must all be closed.

I would like to point out that all of these violations are issues associated with the building owner, not on me, the tenant and owner of the Laundromat only.

I am expressing this concern because it not only pertains to me, but to many of my close colleagues and acquaintances as well. I hope that by hearing from us a change can be made to the review process procedure and to separate the responsibilities of the building owner away from us tenants and owners of laundromat

I would like to point out that the current reasoning for denial is not fair for us owners.

Thank you for your time and effort to read through this and please address this concern that many of us have.

Best Regards,

Wenbin Qu

From: Ting You <t911216@gmail.com>  
Sent: Tuesday, January 16, 2018 6:56 PM  
To: Rulecomments  
Subject: laundry business owner in New York City

Dear Ms/ Mr

I'm the one of the laundry owner in New York City .I see the treaty that you made about the refund for the customer of the laundromat .

We can putting the price list nearby counter to show the customer , let them know what we did what's the price .

But I object about the terms of that , because they use the machine to wash / dry for they're own clothes , sometime them put overweight and pay less to wash / dry , then complaints the machine getting a problem what we can do? That's not a problem of the machine right ? We still need to refund the money they paid or the time they waste ? This is unreasonable right ? also we use machine to do it for the customer not by people , nobody can Make sure the machine is not getting a problem or when its happened right ?

We doing a small business in New York City .we try to do best for all the customer but we are object the one about the refund treaty for the self service customer on the laundromat. Please check it thanks , have a great day !

发自我的 iPhone

Sent from my iPhone

From: Wenny Chen <wennychen1915@gmail.com>

Sent: Tuesday, January 16, 2018 9:48 PM

To: Rulecomments

尊敬政府部门的官员们你们好！我是一位纽约市的洗笼业主今天经我们洗笼协会了解到政府又要对洗笼业提出新的法令。规定如果遇到客人说他们的衣服洗不干净或者烘不干又或者他们的衣服在我们店里洗破了烘坏了他们要我们赔钱的话我们必须赔给客人，还要在一定的地方贴上纸告诉客人要赔钱来这里。对于这种规定我坚决不赞成现在在我们店里都已经常常遇到很多不讲理的客人明明是他们自己衣服塞太多洗不干净或者是洗衣水倒太多没办法洗干净甚至造成我们洗衣机跳了要修理。他们还要来跟我们说我们机器坏了要赔钱给他们，还有烘干机他们放了满满的一桶或者就放那么一两件然后就烘它28分钟到半个小时没烘干就说我们烘干机坏了要赔钱。其实这明明都不是我们的错。而现在政府如果出台法律说像以上情况客人说是我们机器的问题我们就必须赔偿给客人那不就是明摆着政府部门支持这些不文明不讲理的人来讹我们的钱吗。而我们机器明明没有坏却还要赔钱这不是更助长这些歪风了到时每人都有样学样那我们这些小商业该怎么继续生存下去。其实我们不是有消费局吗客人如果真的觉得我们的服务态度或者质量有问题他们可以去投诉或者去提告阿。为什么现在都不管什么情况下只要客人说了要赔钱我们就要赔钱呢？那这消费局是用来摆设的吗？而我们遇到的各种不讲理的客人坏的客人我们又该找谁来帮忙，谁又出台法律来保护我们这些小商业主？我们还每年为政府贡献一点税收而那些坏的客人又为政府做了什么？所以我坚决反对这法规出台，希望政府多为我们小商业主想想不要只一为的只为那些吃白饭的人服务。

Distinguished government officials! I am a laundromat owner in New York City. I learned via Laundry Association that the government is going to launch new Act on the laundry industry, that is, if customers complain on incomplete laundering or drying or clothes damages, the owner has to compensate for the customers. Moreover, such rules shall be provided at the store. I strongly oppose such rules because we have encountered a few bad customers who are requesting compensation for unsatisfactory laundering due to overloaded clothes or filling too much water in the machine, causing machine breakdown. For other cases, customers put overweight clothes for drying or put one or two clothes for drying for 28 to 30 minutes, and finally complain for machine breakdown and request for compensation. Those are not our faults. Now if government launches rule for stating that the above problems are caused by machine breakdown, is it another way to support the bad customers to find reasons for refund and compensations? How can small business survive if government is in favor of such wrong doings? What is the role of DCA? Does DCA play the role of handling customers' complain on our service or quality? Now the rules state that we have to refund for all complains for all conditions. Does DCA do their job? Who should we refer to if we encounter bad customers? What law can we use to protect small business owners? Every year, we pay tax to the government, but what do those bad customers do for the government? As such, I strongly object this rule and hope that the government could think more for us small business owners, not only for those bad customers.

From: Xiang You <qwe391850310@gmail.com>  
Sent: Tuesday, January 16, 2018 7:14 PM  
To: Rulecomments  
Subject: I object to the law requiring a refund.

Follow Up Flag: Flag for follow up  
Flag Status: Completed

I am a laundry owner. Every day I meet a variety of guests. Bad guests always will find a variety of reasons to trouble you for a refund. If the Ordinance appears, the bad morality of the guests laughed, we will not be safe. I object to the law requiring a refund. Thank you.

From: xianwei fu <fuxianwei123@gmail.com>  
Sent: Tuesday, January 16, 2018 9:49 PM  
To: Rulecomments  
Subject: proposed rules Refund

我坚决反对关于洗衣店新规的赔款和退款条例。

有些客人不懂如何操作洗衣机，烘干机弄坏了衣服或者在操作的过程中自己弄坏了衣服也需要我们来承担责任吗？客人拿来洗的衣服有可能本身就是坏的，或者客人拿来洗的衣服根本就不适合用洗衣机洗也不适合用烘干机烘的。而且机器随时可能出现意外，我们也不能保证机器不会出错。如果客人洗衣服时离开用时太长占用洗衣机烘干机万一出现意外又怎么解决呢。

条例不合理，我坚决反对

发自我的 iPhone

I strongly oppose these new rules on refund and compensations.

Some customers do not know how to operate the washing machines or dryers. There are clothes damages due to improper laundering. Should we be responsible for such damages? There is possibility that the clothes to be washed are not intact or they are not suitable for washing or drying by washing machines and dryers. There are odds of machine breakdown that are not controlled by the owner. How should we handle any accidents when customers leave for a long time when the drying machine is still running?

These rules are unreasonable, I strongly object them.

Sent from my iPhone

From: Yan Li <yelichen62468@gmail.com>  
Sent: Tuesday, January 16, 2018 7:07 PM  
To: Rulecomments  
Subject: Proposed rule

尊敬的消费局执法部门：如果你们要求我们洗衣店，如机器问题要求退款，那有多客人会无理取闹，会发生很多的争吵，给我们带来很大的伤害和麻烦，这条完全不可以，平时如发生洗衣机故障，我们排除后，自然会给客人重洗，这样的问题这么多年，我和客人都是客客气气解决的，请你们接受我们的请求，谢谢！  
发自我的 iPhone

Distinguished Law Enforcement at DCA, if you request laundromats to refund for machine problem, then there will be lots of customers find ways to refund, bringing lots of troubles and damages to our store. Such rules are unreasonable. In case of machine breakdown, we will handle it and offer laundering again to customers. We have done in this way for many years and customers are satisfied with our approach. Please accept our request. Thank you!  
Sent from my iPhone

From: yiou2822@gmail.com  
Sent: Tuesday, January 16, 2018 9:14 PM  
To: Rulecomments

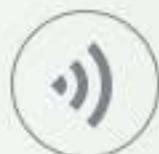
### proposed rules REFUND

有的客人本身 就是旧衣服再洗的满满一桶必然会有卷破什么也要我们负责吗? 烘干机也是烘的满满的还有不可烘的面料烘焦了也是我们责任吗? 还有口袋里的钢笔、铁钉、口红等等也要我们赔吗? 不好的客人会寻找各种理由给你找麻烦退款, 如果这条例出现, 懂的坏品德的客人就笑了, 我们就不得安生。你的客人放太多的洗衣水, 全部机器都是洗衣水, 再洗一次。那是否要付钱再洗一次呢? 那如果客人不付, 这条例一出现, 我们要付钱给客人, 那谁付我们的电话和水呢?

Would we be held responsible for the clothes damages when customers wash old clothes in an overloaded washer, which is bound to cause the clothes to wrinkle or broken? Would we be held responsible for damages caused because the dryers are overloaded or when clothes that are not supposed to be machine dried are put into the dryers and burned? Should we have to pay for the clothes damages due to pen, nail, lipstick etc. in clothes? Should we have to refund for bad customers who find ways for refund? If such rules are launched, the bad customers will be happy, but the laundry owners will be in trouble. If customers fill too much water and request for rewash, should the customer do a double payment? If we have to refund due to such rules, who will bear for our phone charges and utility bills?



We are strongly disagree with the proposed rules 4.i and 4.ii.b under § 2-134 General Provisions. How do you know something is caused by machinery issue? How do you the the detergents or items consumers put inside the machine will not cause issue? We always like to help our consumers doing laundry, telling them the proper way to do laundry. However, you don't know what consumers put inside the machine to wash, sometime they don't even know what they have. If there is





laundry, telling them the proper way to do laundry. However, you don't know what consumers put inside the machine to wash, sometime they don't even know what they have. If there is damage they would claim that's the store's fault. Thus, we have disclaimer liabilities to any damages!

These two rules are unacceptable!!!

Regards,

Chinese American  
Laundry Association

