



Frequently Asked Questions

Q. How does your Corporate delivery service work?

It only takes a few minutes to get started.

1. When you are ready to get started, give us a call. We will send you a pre-written email that can be forwarded to all employees informing them of the service. We will also let you know if your office will be on our Monday/Thursday route or our Tuesday/Friday route.
2. We will determine with you if we will automatically stop at your office on every pick up and delivery day or if we will just stop if we receive a request for pick up (or if we have a delivery).

Q. How does an individual employee start using the service?

When an employee wants to start the service, they will contact ecodrycleaner™ directly with any questions or to schedule their first pick up.

1. Register online or call 503.533.8675 to sign up for service. This will put you on our emailing list. We will send you a confirmation email and let you know if you are in our Monday/Thursday or Tuesday/Friday route.
2. On the business day prior to every pick up and delivery day we send out an email reminder to all of our delivery customers for that day. If you have something for pick up we ask that you reply to that email by 8:00 am on the pick up and delivery day so we will know to stop at your office for your order. If you don't have anything for pick up, no need to reply.

If we automatically stop at your office on every pick-up/delivery day, the email will indicate that there is no need for a reply in order for us to pick up, we'll be there anyway. If we do not automatically stop at your office on every pick-up/delivery day, the customer must reply to email if they have something for us to pick up.

3. Complete the customer profile form, print it and put it in the bag. Don't forget our 10/10 program if some one referred you to us! Put all of your items for cleaning, alterations or shoe repair in a disposable bag (don't worry, we will get you a nifty ecodrycleaner™ reusable bag when we return your clothes) at a predetermined location at your office before 8:30 am of pick-up day.

Q. We have a small office, and might only have a few orders each time you come by. Can we still be on your route?

Absolutely! If we don't get a reply from someone at your office (in response to our reminder email) we will not stop there (unless we have something to return, of course!).

Q. Where do you leave the returned clothes?

We simply hang the completed order in the predetermined spot in your office (usually a coat closet or lunch room. We can provide a rack if necessary)

Q. I have stains and special instructions - how do I get this information to you?

If your items have special instructions please fill out this special instruction form, print it and then put it in your bag with your clothes.

Q. I don't typically have a need for dry cleaning twice a week. Can I still use your free delivery service?

Absolutely! You can use the service as often or as little as you'd like. Simply reply to the email reminder for a pick up. If we don't get a reply from you we will not stop at your home (unless we have something to return to you, of course!).

Q. How do you manage payment?

It couldn't be simpler! After we receive your first order we will call you for credit card information. We keep your credit card information securely on file and charge your card with each outgoing order. A receipt is automatically emailed to you when payment is collected.