Sip 'n Spin Laundry & Café

Privacy Policy and Terms of Use

Effective Date: November 29, 2026

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Privacy Policy

This policy applies to visitors to our website (the Site) and customers of our laundry services, including wash-dry-fold and pickup and delivery. We follow M.G.L. c. 93H, 201 CMR 17.00 and applicable consumer protection laws. Massachusetts residents have the notice and request provisions described below, along with protections under M.G.L. c. 93A.

1. Information We Collect

Information you provide. We collect information when you register for an account or wash-dry-fold service through the Cents platform, schedule pickup or delivery, request a quote, contact us by phone, email or web form, sign up for promotions, loyalty programs or email marketing, or submit reviews or feedback. This may include your name, email address, phone number, home or business address, payment details and laundry care preferences.

Information collected automatically. Through cookies, web beacons and similar technologies, we may collect your IP address, general location, browser type, device type, operating system, pages visited, time spent on pages, referring web addresses and clicks.

2. How We Use Information

We use information as reasonably necessary to:

- process and fulfill orders, including scheduling pickup and delivery;
- communicate about orders, appointments and accounts;
- send promotions, coupons and service updates if you have opted in;
- improve the Site, our services and the customer experience; and
- meet Massachusetts and federal legal obligations.

3. How We Share Information

We do not sell personal information. We may share it as follows:

- **Service providers,** such as Cents (order management), payment processors and email marketing platforms. They must use it only to provide services to us and keep it secure.
- **Legal requirements and protection:** when required by Massachusetts or federal law, a court order or a regulatory demand, or to protect our customers and business.
- **Business transfers:** to a successor in a sale, merger or acquisition. The successor must follow this policy.

4. Cookies and Tracking

We use functional cookies for basic Site operation and analytics cookies to understand how visitors use the Site. You can manage cookies in your browser settings. Disabling some cookies may limit how the Site works.

5. Data Security

We maintain a Written Information Security Program under 201 CMR 17.00. Safeguards include encryption in transit and, where technically feasible, at rest; limiting access to employees who need information for business purposes; secure disposal of physical and electronic records; and periodic review of safeguards. Payments are processed through encrypted, PCI-compliant systems. We do not store full payment card numbers on our systems.

6. Data Breach Notification

If a data breach occurs, we will notify the Massachusetts Attorney General and the Office of Consumer Affairs and Business Regulation as required by M.G.L. c. 93H. We will promptly notify affected Massachusetts residents by written notice, email or phone. We will also notify any consumer reporting agencies or state agencies identified by the Director of Consumer Affairs and Business Regulation. For breach purposes, personal information means a first name or initial and last name combined with a Social Security number, driver's license or state-issued ID card number, or financial account number or credit or debit card number, with or without any code, PIN or password that would permit access to a financial account.

7. Rights of Massachusetts Residents

You may request a copy of the personal information we hold about you, ask us to correct inaccurate information, or ask us to delete it, subject to legal retention requirements. We will respond to requests within 30 days. You may stop marketing messages using the unsubscribe link in an email or by contacting us. You may limit tracking through your browser settings. M.G.L. c. 214, § 1B also provides a right against unreasonable, substantial or serious interference with privacy.

8. Data Retention

We keep personal information only as long as needed to provide services and meet legal obligations. We generally keep customer account and transaction records for at least three years. When records are no longer needed, we securely dispose of them consistent with 201 CMR 17.00.

9. Children's Privacy

The Site and services are not directed to children under 13, and we do not knowingly collect their information. If a child has provided information, contact us and we will promptly delete it.

10. Third-Party Links

The Site may link to third-party sites, such as Cents and social media pages. We are not responsible for their privacy practices. Please review their policies.

11. Policy Changes

We may update this policy and will post the revised effective date. Continued use of the Site or services after posting means you accept the update.

12. Contact

Contact us using the phone number, email or mailing address at the top of this document.

Terms of Use

1. Use of the Site

Use the Site only for lawful purposes and without infringing the rights of others. You may not send spam, malware or harmful content; attempt unauthorized access; scrape or copy content without written permission; or use the Site in a way that could damage or impair it.

2. Services and Orders

Our services include in-store self-service laundry, wash-dry-fold, and pickup and delivery. Orders are subject to current service terms, pricing and availability. We may refuse service for any lawful reason. Pickup and delivery are limited to the service area shown on the Site.

3. Pricing and Fee Transparency

The total price, including mandatory fees, is shown before you are asked for payment or billing information.

Current drop-off wash-dry-fold pricing is **$2.00 per pound, with a 10-pound minimum.** Pickup and delivery wash-dry-fold pricing is **$2.25 per pound, with a 15-pound minimum.** A separate delivery fee, which varies by distance, also applies to pickup and delivery orders. The delivery fee for your order will be displayed clearly before you are asked for payment or billing information.

Any other charges, such as special handling, will be disclosed and explained before your order is confirmed. Applicable Massachusetts taxes are included in the final total shown. If you see a fee that was not disclosed, email info@sipnspinlaundromat.com.

4. Accounts

Pickup and delivery may require a Cents account. Keep your login credentials confidential. You are responsible for activity on your account. Report suspected unauthorized access immediately.

5. Payment

Prices are in U.S. dollars and may change with reasonable notice. Payments are processed through encrypted, PCI-compliant systems. Online orders accept major credit and debit cards. Cash is accepted in store for self-service laundry. You agree to pay the amounts shown at purchase.

6. Cancellations and Refunds

You may cancel a pickup and delivery order before the scheduled pickup time through Cents or by contacting us. Cancellation after pickup may result in a processing fee, which will be disclosed at the time of service. We review refunds case by case and in good faith. Please raise concerns within 48 hours of receiving your order. We will not apply fees or penalties in an unfair or deceptive manner.

7. Laundry Care Disclaimer

We are not liable for shrinkage, color bleeding or fabric damage caused by pre-existing wear, undisclosed fabric content, or care labels that conflict with standard commercial processing. We are not liable for loss of or damage to items left in pockets or mixed in with laundry, or for items that cannot withstand standard wash temperatures or dryer heat. Tell us about special care instructions when ordering. We refer dry cleaning and specialty items to specialists.

8. Intellectual Property

Site content, logos and branding, including the mascots Big Betty and Big Bertha, belong to us or our content providers. They may not be reproduced or used to create derivative works without express written consent.

9. Disclaimer of Warranties

The Site and services are provided "as is" and "as available," without express or implied warranties, including merchantability or fitness for a particular purpose. This does not limit your rights under M.G.L. c. 93A or other Massachusetts law.

10. Limitation of Liability

Our total liability for any claim is limited to the amount you paid for the specific service involved. We are not liable for indirect, incidental or consequential damages. Nothing here limits your rights under M.G.L. c. 93A.

11. Massachusetts Consumer Protection

We are committed to avoiding unfair or deceptive practices. If you have a concern, contact us by email or phone and we will respond promptly and in good faith. You may file a complaint with the Attorney General's Consumer Protection Division at (617) 727-8400 or mass.gov/ago. Before filing a private lawsuit, you may send a written 30-day demand letter under M.G.L. c. 93A, § 9. Under c. 93A, injured consumers may recover actual damages, double or triple damages for willful violations, and attorney's fees.

12. Third-Party Services

Third-party services, such as Cents (order management), have their own terms and privacy policies. We are not responsible for their practices.

13. Governing Law and Disputes

Massachusetts law governs. Disputes go to state or federal courts in Hampshire County. Nothing here limits your rights under c. 93A or your ability to file a complaint with the Attorney General.

14. Changes to Terms

We may change these Terms at any time and will post updates with a revised effective date. Continued use after posting means you accept the changes.

15. Contact

Contact us using the phone number, email or mailing address at the top of this document.