

Delivery Service Details

Let us provide you with free Pickup and Delivery service for your dry cleaning, laundry and more!

Create & Manage Your Account Online

- Securely log in or create your account at https://clotheslinecleanersid.smrtapp.com/customer/ to:
  - Create & Manage Your Account
  - Manage Your Preferences
  - Add Your Payment Method
  - View Your Wardrobe
  - View Your Clothes Tracker
  - Request Pick Up or Delivery
  - Contact Us
  - Change Address or Payment Method

Delivery Service Info:

- A hook can be provided upon request for single family homes. Place hook for returned orders in agreed upon area
- How Our Colored Bags Work:
  - The Red bag is for dry cleaning, bulky items, and/or items to be returned on hangers. Such as full button up dress shirts, business wear, formal wear, dry clean only, outerwear, blankets and linen such as table cloths, comforters, etc. Items that need special instructions should go in your red bag.
  - The Black PureClean Wash'n'Fold bag is for general laundry (non-bulky items) that are laundered and returned folded. Such as undergarments, towels, athletic wear, t-shirts, bed sheets, jeans, swimsuits, pajamas, almost anything that is machine wash safe.
  - If you have questions on what bag to use, please text or call our delivery line at 208-428-6408.
- We only want you to send in items when you need to have them cleaned, repaired, restored or pressed. If you don't need service just let us know and we will check back with you again in the future.
- You can send in dirty clothing on either one of your available service days. We will typically deliver the items back to you on your next service day. We will give you 2 red bags so that you can send clothing on either or both days. If you need extra bags or Black PureClean Wash n' Fold Bags, we will happily provide you with more.

Delivery Days

- Our pickup and delivery service runs Monday/Thursday & Tuesday/Friday
  - Your date is determined based on our service map and the note we left you.
  - For more info: Text or Call 208-428-6408
- Please have your order in the designated pickup area by 8 AM
- A communication reminder will be sent the day before we are in your delivery area if you opt in to receive our text message reminders. *Before you can receive route opt in/out reminders, you will need to reply 'YES' to a consent SMS message. This message will be sent after you have been added to a route.*
- If possible, please have your bag(s) visible from the road for our drivers.

Processing

- Your card is generally charged in full at intake; final price may change.
- We use green cleaning methods.
- Quality work by the best trained team on the best equipment in the industry who are supervised by the Treasure Valley's only Certified Professional Dry Cleaner (CPD).
- Our Guarantee: If you are not happy with our work we will do it over for free.
- Our Team is trained to charge orders by the color of the bag they were placed in. If you received a red and a black bag please read the directions carefully on your first couple of pickups, call or text 208-428-6408 to confirm which bag to use.

Contact Us

- Email: info@clotheslinecleaners.com
- Call or Text: 208-428-6408
- We are happy to talk you through the entire process before you get started to answer all of your questions to ensure you have a seamless and exceptional experience.

Best Regards,

The Clothesline Cleaners Delivery Team

Locally owned and operated since 1979