AMERICAN NATIONAL STANDARD
FAIR CLAIMS GUIDE FOR CONSUMER TEXTILE PRODUCTS

Missing/Damaged Clothing Claim Process

Our Customer Support will take the following steps:

1. A service case will be created by the member for the missing/damaged clothing in question by submitting a claim form @ https://form.jotform.com/231619061303143 with any photo evidence.
    a. **For any claim of damage, the item(s) must be collected by WashDay!, LLC and donated to an appropriate facility.
2. A Customer Support Manager will review the claim.
3. If it is determined that the item was lost/missing/damaged due to our negligence, WashDay!, LLC will mail a check for the adjusted value compensation of the item as set forth in the guidelines of the AMERICAN NATIONAL STANDARD FAIR CLAIMS GUIDE FOR CONSUMER TEXTILE PRODUCTS. **Claims have limited a compensation cash reimbursement limit of up to $75 per order and a MAXIMUM of 3 (THREE) claims allowed annually before continued membership is evaluated.**

TABLE I: AVERAGE LIFE EXPECTANCY OF TEXTILE ITEMS IN YEARS

APPAREL	
Bathing Suits	2
Bathrobes	
Lightweight	2
Heavy or quilted	3
Wool	3
Blazers	
Cotton and blends	3
Imitation suede*	3
Wool	4
Coats and Jackets (Outerwear)	
Children's	2
Cotton and blends	3
Down	3
Fur	10
Imitation fur or suede*	3
Leather and suede	5
Plastic	2
Wool	4
Blouses	3
Choir Robes	6
Dresses	
Casual	2
Office	3
Silk	2
Evening	
High Fashion	3
Basic	5
Formal Wear	5
Gloves	
Fabric	1
Leather	2
Rainwear & Windbreakers	
Film & plastic coated	2
Fabric, lined & unlined	3
Rubber and plastic	3
Shirts	
Dress	2
Sports	2
Wool or silk	2
Ski Jackets (including down)	2
Skirts	2
Slacks	
Lounging and active sport	2
Dress	3
Socks	1
Sport Coats	
Cotton and synthetic blends	3
Imitation suede*	3
Wool and wool blends	4
Suits	
Cotton and synthetic	2
Summer-weight wool	3
Imitation suede*	3
Silk	3
Washable	2
Winter-weight wool	4
Sweaters	3
Ties	1
Underwear	
Foundation garments	1
Panties	1
Slips	2
Uniforms	1
Vests	2
HOUSEHOLD FURNISHINGS	
Bedspreads	6
Blankets	
Heavy wool and synthetic fibers	10
Lightweight	5
Electric	5
Comforters	5
Down	5
Fiberfill	3
Curtains	
Sheer	3
Glass fiber	3
Draperies	
Lined	5
Unlined	4
Sheer	3
Glass fiber	4
Sheets & Pillow Cases	2
Slipcovers	3
Table Linen	
Fancy	5
Other	2
Towels	3
Upholstery Fabrics	5

*Nonwoven only. Life expectancy for coated or flocked articles is two years.

AMERICAN NATIONAL STANDARD
FAIR CLAIMS GUIDE FOR CONSUMER TEXTILE PRODUCTS

TABLE II

Life Expectancy Rating of Article (from Table I)						Adjustment Values		
1	2	3	4	5	10	% of Replacement Cost		
Age of Article in Months					Age in Years	Excellent	Average	Poor
0 to 4	0 to 4	0 to 4	0 to 4	0 to 4	0 to 1 year	100%	100%	100%
4 to 7	4 to 7	4 to 10	4 to 13	4 to 16	1 to 4 years	75%	75%	60%
7 to 9	7 to 13	10 to 19	13 to 25	16 to 31	4 to 6 years	70%	60%	45%
9 to 11	13 to 19	19 to 28	25 to 37	31 to 46	6 to 8 years	50%	40%	30%
11 to 13	19 to 25	28 to 37	37 to 49	46 to 61	8 to 11 years	30%	20%	15%
13 months & older	25 months & older	37 months & older	49 months & older	61 months & older	11 years & older	20%	15%	10%

Note: Ages are given to, but not including the 1st day of the mont of the year shown.

EXAMPLES of ADJUSTMENT VALUE COMPENSATION

Example 1 - High fashion cocktail dress.

- Replacement cost - $200.00
- Life Expectancy - 3 Years
- Actual Age - 30 months (Table II)
- Condition - Excellent Adjustment Value - 30% or $60.00 (Table II)

Example 2 - Man's wool slacks

- Replacement cost - $35.00
- Life Expectancy - 3 years
- Actual Age - 60 months
- Condition - Poor Adjustment Value - 10% or $3.50