100% CLEANERS

Customer guide

Everything you need to know about booking, prices, coupons, pickup and delivery, happy hour, payments and support.

WHO IT IS FOR

Our customers — at home, at work or in our shops. Keep it handy, or ask our WhatsApp assistant any time on **+263 77 438 7373**.

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1 Welcome to 100% Cleaners

Who we are, where to find us, our opening hours and every way to reach us.

100% Cleaners is a professional laundry and dry-cleaning business in Harare. Drop your laundry at one of our shops, book online, or message us on WhatsApp — we wash, dry, iron and fold, and can collect and deliver too.

Our shops

Shop	Where
Groombridge	Groombridge Mall, Harare (our main shop)
Augustus Branch	5 Augustus Close, Harare

Opening hours

Days	Hours
Monday to Friday	7:00 to 17:00
Saturday and Sunday	8:00 to 15:00

We are open every day of the week.

How to reach us

Way	Details	Best for
WhatsApp	+263 77 438 7373	Questions, bookings, order status, pickups and deliveries — any time
Phone	+263 77 438 7373	Talking to our team during opening hours
Website	Book, see your orders, invoices, receipts and coupons	Bookings and your account
Email	salesmarketing@100cleanersco.com	Business enquiries and anything in writing
Instagram	@100cleaners.zw	News and offers

Fastest help

Message us on WhatsApp. Our assistant answers straight away, day and night, and passes anything it cannot answer to our team with a ticket number.

2 Services and prices

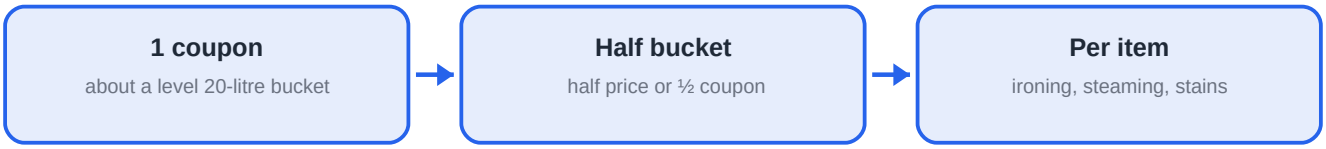
What we do, how coupons work, express service and dry cleaning.

Here are our services and their current prices. Most washing services are priced **per coupon**; ironing, steaming and stain removal are priced **per item**.

Service	Price	Per
Line & Fold	$1.00	coupon
Steaming	$2.00	item
Iron	$2.00	item
Wash	$5.00	coupon
Drying	$5.00	coupon
Ironing & Pressing	$5.00	coupon
Wash & Fold	$6.00	coupon
Wash, Iron & Fold	$8.00	coupon
Stain Removal	$10.00	item
Express Wash	$12.00	coupon
Express Wash, Fold & Iron	$16.00	coupon

What is a coupon?

A coupon is our unit for a load of laundry. **One coupon is about a level 20-litre bucket (or container) of clothes** for most services and packages. If you have an extra half bucket, ask for the **half bucket** option: it adds half the price, or **half a coupon** if you pay with coupons. For example, 2 buckets and a half of Wash & Fold is 2 × $6 + $3 = $15, or 2½ coupons.



Express service

In a hurry? Choose **Express Wash** or **Express Wash, Fold & Iron** for faster turnaround. Normal orders are usually ready in **24 to 48 hours**, depending on how busy we are.

Dry cleaning

- Dry cleaning is **priced at the shop**, after we have seen the items — it is not booked online.
- Bring dry cleaning to a shop. We **can deliver** your dry cleaning back to you, but we **cannot pick it up**.
- You get a **dry cleaning receipt with a number**. Keep it: quote that number (or your order number) when you ask about your dry cleaning, on WhatsApp, by phone or in the shop. Our updates mention it too.

3 Monthly packages and coupons

Save with a monthly package: how to buy one, use the coupons and keep track of them.

A monthly package gives you a set of coupons for one service at a lower price. Use them for your bookings during the month.

Monthly package	Price	Coupons
Basic Monthly Ironing	$18.00	4 x Ironing & Pressing
Monthly Wash & Fold	$20.00	4 x Wash & Fold
Monthly Basic Wash	$10.00	2 x Wash
Monthly Wash Package	$15.00	4 x Wash
Monthly Wash, Iron & Fold	$25.00	4 x Wash, Iron & Fold

How to buy a package

1. Create your free account on our website (**Sign up**). Packages are bought online, linked to your account.
2. Start a booking (**Book**) and, at payment, choose **Buy Monthly Package**.

3. Pick the package. Coupons for this booking are used straight away; the rest are saved for later. The package pays for its own service only; anything else in the order is on your invoice.
4. You will see your coupons and their expiry date under **Coupons** on the website.

> **Coupons expire after one month**
>
> Coupons from a monthly package are valid for **one month from the day you buy it**. We remind you before they expire. Coupons that expire unused are not refunded.

Up to 2½ coupons per order

A monthly package is meant to be **used over the month**, a little at a time, not all in one go. So **one order can use at most 2½ coupons** from a package. An order of **3 or more coupons** does not qualify: you cannot buy a monthly package for it or pay for it with your coupons, and it is paid at the normal price. This keeps packages fair for everyone.

> Jeff books **3 buckets** of Wash & Fold. That is 3 coupons, more than 2½, so the website does not offer **Buy Monthly Package** or **Use Existing Coupons** for this order, and he pays by invoice. Next week he books **2 buckets**, and can buy a package or use his coupons as usual.

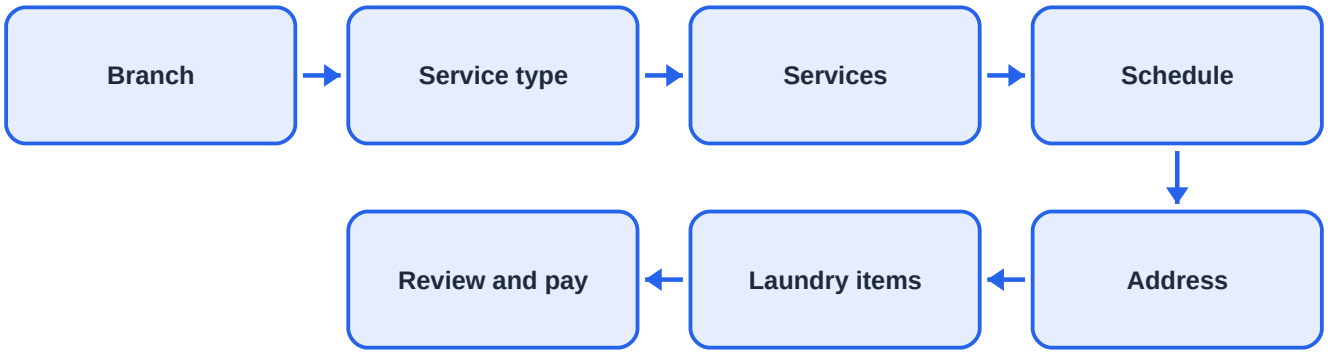
Using your coupons

- When you book online, choose **Use Existing Coupons** at payment. The right number of coupons is deducted (up to 2½ per order).
- In a shop, tell the attendant you want to pay with your coupons.
- Check how many you have left on the website (**Coupons**) or ask our WhatsApp assistant: "How many coupons do I have?"

4 Booking online

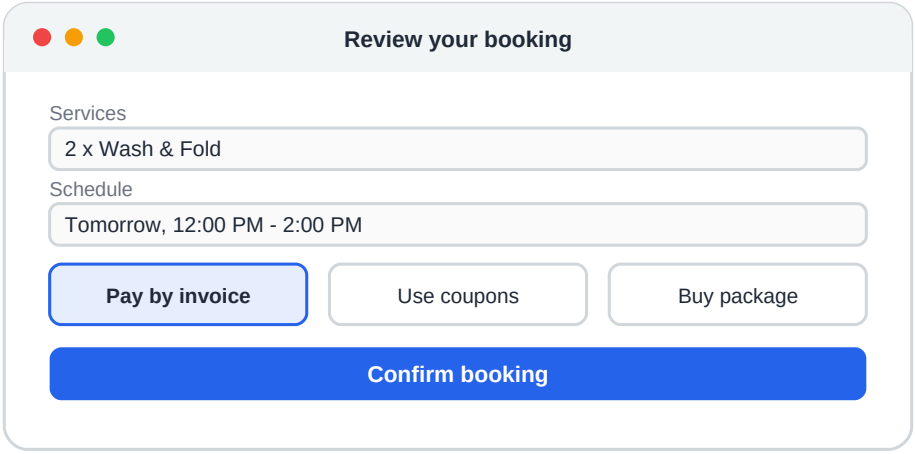
Seven quick steps on our website, and the three ways to pay.

Sign in on our website and press **Book**. The booking takes seven short steps:



The seven steps of a booking

1. **Branch** — choose the shop that will handle your order.
2. **Service type** — **On-Site Residential** (we come to your building and service your laundry on-site) or **Pick-Up & Delivery** (we collect your laundry and bring it back clean).
3. **Services** — choose what you need and how many coupons or items.
4. **Schedule** — pick a day and a time slot.
5. **Address** — where we collect from or where the service happens. Your saved address is filled in.
6. **Laundry items** — roughly how many tops, bottoms, bedding and so on (it helps us check everything comes back).
7. **Review** — check everything, choose how to pay, and confirm. You get an order number like **#AB12CD34**.



The last step: check, choose how to pay, confirm

Three ways to pay when booking

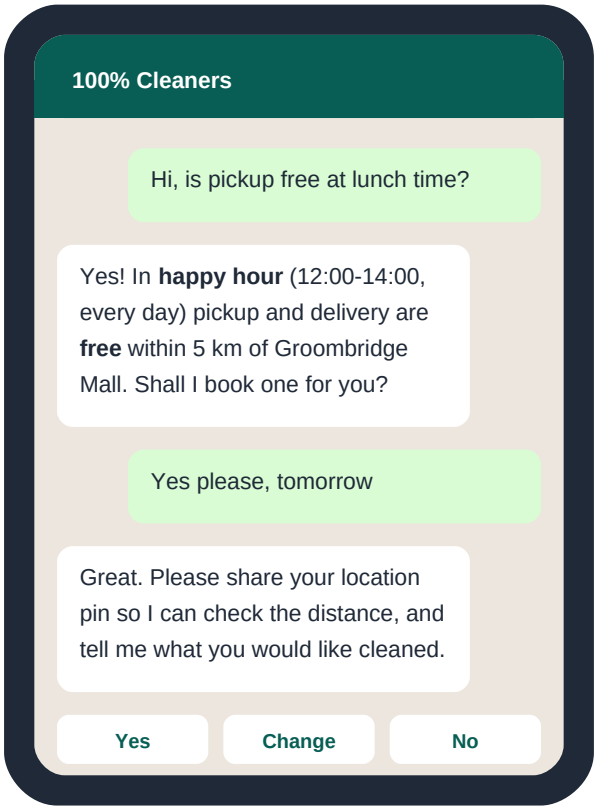
Choice	What happens
Pay by Invoice	We create an invoice for the order. Pay later by cash, card or mobile money — see "Paying, invoices and receipts".
Use Existing Coupons	Coupons from your package are used for the order. Orders of up to 2½ coupons only.
Buy Monthly Package	Buy a package now; this booking uses some of its coupons and the rest are saved. The package pays for its own service only: anything else in the order stays on your invoice. Orders of up to 2½ coupons only.

> Choosing **Pick-Up & Delivery** when booking places a pickup request for you automatically. See "Pickup, delivery and happy hour" for fees and free happy-hour collections.

5 WhatsApp: our assistant

Book, check orders and get answers on WhatsApp, day and night.

Message **+263 77 438 7373** on WhatsApp. Our assistant, Jasmine, answers straight away. Say "Hi" or "Menu" to see what she can do.



A conversation with our assistant

What the assistant can do

- **Prices and quotes** — for any services, with pickup or delivery fees.
- **Book a service** — drop-off or pickup. She shows a summary and books only after you say yes.
- **Order status** — where your order is, by its number (e.g. #AB12CD34).
- **Pickup or delivery** — request, or cancel before it is collected.
- **Invoices, receipts, coupons and your account statement.**
- **Happy hour** and anything else about how we work.
- **Talk to a person** — whenever you like.

Connect your account (for your orders and invoices)

If your account has the same phone number as your WhatsApp, the assistant knows it is you. If not, connect them once:

1. Sign in on our website and open **Profile**.
2. Press **Connect WhatsApp**. You will see a short code like **LINK AB12CD**.
3. Press **Open WhatsApp** (or send the code to +263 77 438 7373 yourself) from the number you want to connect.
4. The assistant confirms: your WhatsApp is now connected.

> **Your privacy**
>
> The assistant only discusses an account with its owner: the matching phone number, or a number connected with a code. New to us? Just give your name and she can book for you.

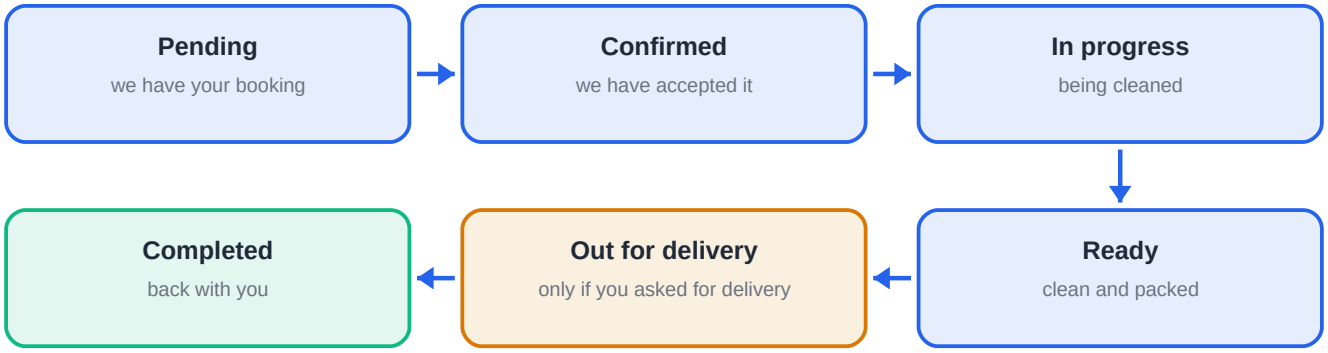
Good to know

- You can send **voice notes** (in English, Shona or Ndebele) and **photos** — for example of a stain.
- Anything she cannot answer, or any complaint, becomes a **ticket** for our team. She gives you the ticket number and our phone and email, and can arrange a call back.
- We send your **order updates** on WhatsApp if you have chatted with us. Reply **STOP** to turn them off and **START** to turn them back on.
- Monthly packages are bought online (see "Monthly packages and coupons").

6 Your order's journey

What each order status means, and how we keep you posted.

Every order has a number (like **#AB12CD34**) and moves through these steps:



The steps of every order

Status	What it means for you
Pending	Your booking is in. Nothing to do.
Confirmed	We have accepted the order and planned it.
In progress	Your laundry is being washed, dried, ironed and folded.
Ready	Done. Collect it at the shop, or we deliver it if you asked.
Out for delivery	On its way to you (only for deliveries).
Completed	Back with you. Please confirm you received it.

Status	What it means for you
Cancelled	The order was cancelled. If you did not expect this, contact us.

How we keep you posted

- **On the website** — your order page shows the status and its history; the bell shows notifications. Turn on notifications on the Notifications page to get them on your phone.
- **On WhatsApp** — updates as your order moves on (if you have chatted with us).
- **When it is completed** — your order page asks "Have you received your clothes?". Please tap **Yes, I have received my clothes** so we know all is well.

7 Pickup, delivery and happy hour

Free happy-hour collections, our fees by distance, and how to request a pickup or delivery.

Happy hour: free pickup and delivery

Every day from 12:00 to 14:00 (Sundays too), pickup and delivery are **free** for addresses **within 5 km of Groombridge Mall**. Choose the 12:00 PM - 2:00 PM time slot when you book or request.



Diagram, not to scale

Free: within 5 km
12:00-14:00, every day

At other times, or further away:

- 0 - 5 km: $4.25 one trip, $7.25 both
- 6 - 10km: $6.50 one trip, $11.00 both

Happy hour covers everywhere within 5 km of Groombridge Mall

8-10	10-12	12-2 Happy hour	2-4	4-6

Time slots: 12:00 to 14:00 is happy hour (every day)

Fees at other times or further away

Outside happy hour, or more than 5 km away, we charge by distance from Groombridge Mall. **One trip** (just a pickup, or just a delivery) costs the first price; **both trips** for the same order together cost the second price.

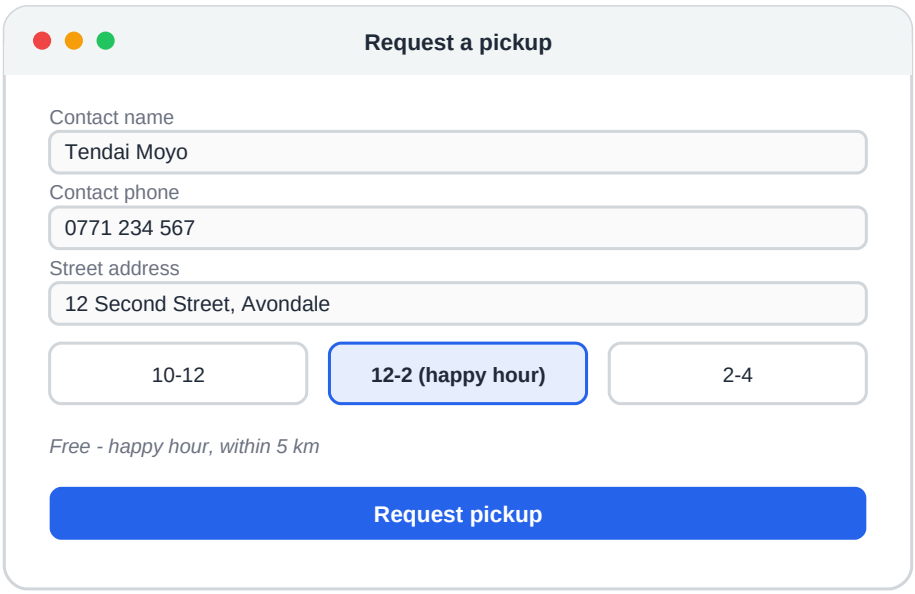
Distance from Groombridge Mall	One trip	Pickup and delivery
0 - 5 km	$4.25	$7.25
6 - 10km	$6.50	$11.00

Happy hour within 5 km: **free**. Further than the last band: our team gives you a price.

> **Example**
>
> You live 7 km away and ask for a pickup on Tuesday at 9:00 and a delivery on Thursday at 15:00. The two trips together cost the "Pickup and delivery" price for 5-10 km. Book both at 12:00-14:00 within 5 km and both are free.

How to request a pickup or delivery

1. Open your order on the website (**Orders**, then the order) — or ask our WhatsApp assistant.
2. Press **Request pickup** (while the laundry is still with you) or **Request delivery** (until the order is finished).
3. Give the **address**, a **contact name** and a **phone number** — always needed, even in happy hour.
4. Choose the **day** and **time slot**. Press **Use my current location** if you are at the address, for an exact distance.
5. You see the fee before you confirm. Any fee is added to your invoices.



A pickup request on the website

Following your pickup or delivery

Pickup	Delivery
Pickup requested	Delivery requested
Collected from you	Collected from the shop
On the way to the shop	On the way to you
At the shop	Delivered

- You can **cancel** a request before it is collected — on the order page or on WhatsApp. A fee for a cancelled trip is cancelled too.
- We **cannot pick up dry cleaning**; we can deliver it.
- Please make sure someone is at the address in your time slot, with the phone you gave us switched on.

8 Paying, invoices and receipts

How to pay, and where to find your invoices, receipts and balance.

Ways to pay

We accept **cash, card (Visa and Mastercard), EcoCash, InnBucks, O'mari and bank transfer**. You can also pay with coupons from a monthly package.

Invoices

- Every order gets an **invoice**. A pickup or delivery fee gets its own small invoice.
- See them on the website under **Invoices**, with what you owe. Your dashboard shows your total **balance due**.
- Paying by invoice? Pay at the shop when you collect, or as agreed with our team.

Receipts and statements

- Every payment we record gives a **receipt** — see them under **Receipts**.
- Ask our WhatsApp assistant for your **account statement**: what you were invoiced, what you paid and what you owe.

9 Turnaround, care and problems

How long things take, how we care for your clothes, and what to do if something goes wrong.

How long it takes

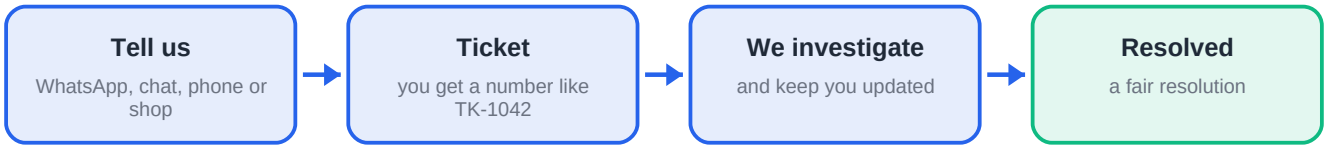
Most orders are ready in **24 to 48 hours**, depending on the load. Express services are faster.

Helping us care for your clothes

- Empty all pockets — we cannot be responsible for items left in them.
- Tell us about **stains, delicate fabrics or special care** when you book (there is a box for special instructions).
- Check care labels: we will tell you before starting if an item needs a different service or price.

If something is wrong

If an item is damaged or missing, or you are unhappy, tell us as soon as possible with your **order number**:



How we handle a problem

- **On the website:** open the **Support Chat** (bottom of the screen). Your tickets are under **My tickets**.
- **On WhatsApp:** describe the problem; the assistant opens a ticket and can arrange a call back.
- Quote your **ticket number** whenever you call or visit us about it.
- When we mark a ticket resolved and you do not reply, it closes after three days. If you still need help, just message us again.

10 Your account and privacy

Signing up, your profile, notifications, and your data.

Your free account

- **Sign up** on our website with your email (or Google). You need an account to book online and to buy monthly packages.
- **Profile** — keep your name, phone and default address up to date. Connect your WhatsApp here too.
- **Dashboard** — your active orders, coupons, balance due and pickups or deliveries in one place.
- **Notifications** — turn on phone notifications to hear about your orders straight away.

Your data

- Read how we use your information in our **Privacy policy** and our **Terms of service** (links at the bottom of every page).
- To have your data deleted, send "Delete my data" on WhatsApp, email us, or ask in a shop. See **Delete your data** for what we keep (invoices the law requires).

11 Quick answers

The questions customers ask most.

Do I need an account?

Not to visit a shop or chat on WhatsApp. To book online or buy a monthly package, yes — sign up free on our website.

How much laundry is one coupon?

About a level 20-litre bucket of clothes for most services. An extra half bucket is half the price, or half a coupon (2 buckets and a half = 2½ coupons).

When is pickup or delivery free?

In happy hour: every day, 12:00 to 14:00, within 5 km of Groombridge Mall. Otherwise our distance rates apply.

Can you pick up my dry cleaning?

No — bring dry cleaning to a shop (it is priced there). We can deliver it back to you.

How do I check on my dry cleaning?

Send the number on your dry cleaning receipt to our WhatsApp assistant (or your order number), or call us and quote it.

How long until my order is ready?

Usually 24 to 48 hours, depending on the load. Express services are faster.

Where is my order?

On the website under Orders, or ask our WhatsApp assistant with your order number.

Can I cancel a pickup?

Yes, until it is collected: on your order page or on WhatsApp.

Can I use my package for a big order?

One order can use up to 2½ coupons. Packages are meant to be used over the month, so an order of 3 or more coupons is paid at the normal price.

When do my coupons expire?

One month after you bought the package. The Coupons page shows the date, and we remind you before.

How do I pay?

Cash, card (Visa/Mastercard), EcoCash, InnBucks, O'mari, bank transfer, or coupons.

Something was damaged or is missing.

Tell us with your order number on WhatsApp, in the Support Chat, by phone or in a shop. You get a ticket number and we follow it up with you.