

# EQUINE LAUNDRY



## HORSE BLANKET CLEANING & REPAIR

**Informational Packet**

# ABOUT US

## 1/ FOUNDATION

Equine Laundry was founded in 2008 as "Equine Laundry Services" to help support a family in financial need. Our founders began by visiting local barns in the Oxford, MI area to provide professional horse blanket cleaning at their first laundromat in Davison, MI. Over time, the business grew as more clients reached out for their services.



## 2/ RELAUNCH

As the timely demands of both regular and equine laundry became too great, horse blanket services were suspended in 2022. Recently, in response to high demand, the business has been reopened by the founders' daughter and her partner. Somer and Tanner have taken charge of all operations, making it their mission to not only uphold the legacy of Equine Laundry but to surpass it with improved procedures.



## 3/ MISSION

Equine Laundry has been a trusted name in the southeast Michigan equine community, offering expert horse blanket cleaning and repair services for nearly two decades. Our commitment ensures every blanket is carefully cleaned and prepared for the season, providing optimal comfort. With our extensive experience and focus on customer satisfaction, we have become the top choice for equine enthusiasts.



# OUR PROCESS

## 1 PICKUP

Our convenient pickup service streamlines operations, allowing clients to either drop off at one of our twelve drop site locations or have their blankets picked up directly.

## 2 ORDER INTAKE

Once your order has arrived at our laundering facility, each blanket is then sorted, labeled, and organized in preparation for the laundering process. All items are entered into our digital tracking database to ensure all criteria is met.

## 3 LAUNDERING

All blankets and equine laundry are washed in our commercial-grade washers. We exclusively use liquid Nikwax products for both washing and waterproofing, ensuring each blanket is evenly coated and thoroughly submerged. The washers conclude with a 100 g-force spin cycle, which helps speed up drying and reduces the risk of bacteria growth. After laundering, the blankets are carefully hung to air-dry on custom-designed drying carts.

## 4 REPAIRS

Repairing horse blankets is essential for maintaining their functionality and extending their lifespan. Our repair services address common issues such as tears and missing straps. We use durable commercial-grade materials and expert techniques to restore warmth and protection for your horse.

## 5 INVOICING & DELIVERY

Each horse blanket is individually packaged in a polyvinyl bag with a custom label. Invoices are sent via email, and delivery is arranged once payment is received. All equine laundry items are returned to the same location from which they were picked up. A simple, hassle-free process!

# PRICE LIST

## WASH

All inclusive wash, air-dry, fold, packaging, pickup, and delivery. This is a required service and will be automatically applied.

**Blankets** \$35

*Turnout/stable heavyweight and midweight blankets.*

**Sheets** \$25

*Turnout/stable lightweight and rain sheets.*

**Coolers** \$12

*Fleece, wool, & mesh coolers.*

**Liners** \$10

*Insulated liners.*

**Fly Sheets** \$10

*Standard neck fly sheets and hooded fly sheets.*

**Hoods** \$10

*Detachable Velcro/buckle hoods.*

**Saddle Pads** \$8

*English & Western saddle pads.*

**Legwear** \$5

*Shipping wraps, tendon boots, polo wraps, fly masks & boots.*

## WATERPROOF

Recommended every other year at minimum. Only valid for turnout blankets, sheets, and hoods.

**Waterproof** \$25

*Waterproof effects are not guaranteed. Clients must notify us at first rain fall of any issues. Results may vary depending on the blanket's age, condition, storage, and/or quality.*

## REPAIR

We provide a complete, full-service repair experience. Repairs could involve sewing, patching, reattaching, and/or replacing straps and buckles.

**Repair** \$12+

*By initialing the repair box, the client authorizes repairs up to \$60 per item. If costs exceed \$60, the client will be notified and may choose to continue or halt the service. If halted, the blanket will be returned as is. **We do not provide quotes or estimates.** Sewing labor is \$40/hour.*

**Receive \$5 off blankets and sheets when we service 10 or more items on a single invoice!**



# ORDER FORMS

Order forms are used to track your horse blankets and other equine laundry during the transportation and laundering processes. Please note that we will not accept blankets that lack order forms or bags.

## CONTACT INFORMATION

Date of pickup or drop-off.

Your first AND last name.

Main/mobile phone number.

A valid email for sending an invoice.

The location of pickup.

Ensure city and ZIP are provided.

## ITEM IDENTIFICATION

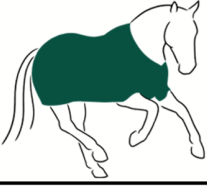
Select the item's type. This section helps us identify which items need each service and item descriptions may be adjusted during intake.

Sizes may be in inches, S/M/L, etc.  
Brands may or may not be visible.

Color is the overall color of the item.  
Trim is the color that lines the item.

## SERVICES

Initial the boxes for each service you would like per item.

		<b>EQUINE LAUNDRY</b> (248) 830-3774 EquineLaundryLLC.com	
		<b>ORDER FORM</b>	
DATE		01/01/2025	
NAME		Sample Name	
PHONE		555-555-5555	
EMAIL		sample@email.com	
ADDRESS		1234 Sample St.	
CITY		CITY	ZIP
Sample City		Sample City	55555
<b>ITEM IDENTIFICATION</b>			
BLANKET	SHEET	COOLER	LINER
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FLY SHEET	SADDLE PAD	LEGWEAR	OTHER
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HOOD			
<input checked="" type="checkbox"/>			
SIZE	BRAND		
78"	Rambo		
COLOR		TRIM	
Green		Red	
<b>SERVICES</b>			
WASH	WATERPROOF	REPAIR	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	



# PICKUP & DELIVERY

**Zone 1/** Clarkston | Oxford | Dryden  
Romeo | Rochester | Birmingham  
Farmington Hills | Milford | Brighton  
Highland | Fenton | Grand Blanc

**Zone 5/** Ann Arbor | Grass Lake  
Jackson | Clarklake | Hudson  
Adrian | Temperance | Ida  
Tecumseh | Manchester

**Zone 2/** Armada | Macomb | St. Clair Shores  
New Baltimore | Algonac | Columbus  
Kimball | Memphis | Richmond

**Zone 6/** Davison | Lapeer | Imlay City  
Port Huron | Lexington  
Port Sanilac | Sandusky  
Marlette | Otisville  
North Branch | Columbiaville

**Zone 3/** Swartz Creek | Durand | Lansing  
Mason | Leslie | Pleasant Lake  
Waterloo | Chelsea | Dexter  
Webster | Howell | Fowlerville

**Zone 7/** Flint | Owosso | DeWitt  
St. Johns | Saginaw | Alma  
Frankenmuth | Flushing  
Chesaning

**Zone 4/** South Lyon | Ann Arbor | Saline  
Milan | Dundee | Monroe | Carleton  
Flat Rock | Taylor | Romulus | Wayne  
Ypsilanti | Livonia | Plymouth

## HOW IT WORKS

Above are some cities within each zone. There are many other cities not listed but we do serve them!

Pickup and delivery is free with our services. We've divided southeast Michigan into seven zones, with our laundering facility located in Clarkston, MI. Zoned routes will be planned and announced throughout the year. To request a pickup, please proceed to our website at [EquineLaundryLLC.com](http://EquineLaundryLLC.com).

A minimum of 5 bags per location is required for pickup and delivery; otherwise, please drop off at a local drop site. Drop sites can be found on the following pages (Pages 7 - 10).

## REQUIREMENTS

Ensure that the following tasks are completed prior to your pickup and delivery day:

- ✓ Horse blankets are completely dry prior to bagging.
- ✓ You have a minimum of 5 bags to be picked up.
- ✓ All blankets are labeled with order forms and within disposable bags in an accessible area by 9am of your pickup day.

# DROP SITES

## HOW IT WORKS

Drop sites are a part of our free pickup and delivery service. All horse blankets must be bagged and have matching order forms. Order forms and instructions are available at all drop sites. Your items will be picked up and delivered in accordance to our logistic schedules per zone. See Page 5 for more details.

## DO'S

Ensure that the following tasks are completed prior to dropping your equine laundry items off at a drop site:

- ✓ Horse blankets are completely dry prior to bagging.
- ✓ Horse blankets and all other equine items are within either a disposable bag or laundry bag.
- ✓ Order forms must be completed for each item and placed within its corresponding bag.

## DON'TS

Try to avoid doing these things when you are dropping off:

- ✗ Do not leave horse blankets inside of plastic bins or the manufacturer's bag. We must be able to discard or launder the bag!
- ✗ Do not tape or staple order forms to the outside of bags. They are prone to damage and are safer when placed inside of the bag during transport.

## 1/ ACTION LAUNDRY

*Public Facility*

6507 Dixie Hwy.  
Clarkston, MI 48346

8am - 7:30pm | Mon - Sun

*Proceed to into the building up to the front desk. An attendant will assist you.*

## 1/ ACTION LAUNDRY

*Public Facility*

400 W Flint St.  
Davison, MI 48423

8am - 12pm | Mon - Fri

*Proceed to into the building to the door on the right. An attendant will assist you.*

## 4/ BVL STABLES

*Private Facility*

44680 Bemis Rd.  
Belleville, MI 48111

8am - 8pm | Mon - Sun

*Park at the metal barn and proceed to the wooden horse barn to the east of the parking area into the pony stall.*



# DROP SITES

## 4/ DAY ACRES FARM

*Private Facility*

1209 Day Rd.  
Milan, MI 48160

8am - 8pm | Mon - Sun

*Proceed to the building labeled "Barn 2" and into the area labeled "Feed Room".*

## 5/ DIAMONDS EDGE RANCH

*Private Facility*

4720 Gilbert Hwy.  
Adrian, MI 49221

8am - 8pm | Mon - Sun

*Proceed towards the barn and into the office building with the screen door.*

## 1/ FRENCHLINE FARMS

*Private Facility*

6245 Frenchline Rd.  
Marlette, MI 48453

8am - 8pm | Mon - Sun

*Proceed to the red barn and place items inside of the metal chest.*

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## DO'S

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- ✓ Horse blankets and all other equine items are within either a disposable bag or laundry bag.
- ✓ Order forms must be completed for each item and placed within its corresponding bag.

## DON'TS

Try to avoid doing these things when you are dropping off:

- ✗ Do not leave horse blankets inside of plastic bins or the manufacturer's bag. We must be able to discard or launder the bag!
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## 1/ HAMPTON MEADOWS

*Private Facility*

2657 Charms Rd.  
Milford, MI 48381

8am - 6pm | Mon - Sat

*Proceed through the gate and to the barn on the left. Place items inside of the first stall. Keep gate closed.*

## 5/ HUDSON ACRES

*Private Facility*

2041 N Meridian Rd.  
Hudson, MI 49247

8am - 6pm | Mon - Sun

*Proceed to the brown building behind the main stables located near the big red barn.*

## 3/ KC'S HOOKED ON HOOVES

*Private Facility*

1877 Dutcher Rd.  
Howell, MI 48843

8am - 6pm | Mon - Fri

*Proceed to the covered front porch and place items on the side near the garage.*

# DROP SITES

## HOW IT WORKS

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### 3/ MEADOWCROFT

*Private Facility*

4343 N Delhi Rd.  
Ann Arbor, MI 48103

12pm - 6pm | Mon - Fri

*Proceed through the gate and into the red indoor arena. Place items on the observation deck towards the right hand side. Keep gate closed if previously shut.*

### 2/ RED TAIL ACRES

*Private Facility*

27081 32 Mile Rd.  
Richmond, MI 48062

8am - 8pm | Mon - Sun

*Proceed to the drop box located outside of the lime green barn.*

### 7/ W.T. RIKER FARM

*Private Facility*

9451 E Prior Rd.  
Durand, MI 48429

8am - 6pm | Mon - Fri

*Proceed down the driveway and to the left around the first red barn where the hay storage barn is located. Place items inside of the first area on the right.*

## DO'S

Ensure that the following tasks are completed prior to dropping your equine laundry items off at a drop site:

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- ✓ Order forms must be completed for each item and placed within its corresponding bag.

## DON'TS

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- ✗ Do not leave horse blankets inside of plastic bins or the manufacturer's bag. We must be able to discard or launder the bag!
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# PROGRAMS

## REBLANKET

ReBlanket is a program dedicated to transforming old equine laundry into valuable, eco-friendly gear through our innovative upcycling process. Blankets are then donated to equine rescues or kept as loaners. Donators receive a \$5 credit per blanket.

Donations will go through our standard laundering process, including washing and waterproofing, before being inspected for any necessary repairs if they can be reused.

Once ready, the horse blankets will be distributed to rescues through the program, used for blanket fittings, kept as loaners, or put to other purposes. Items that are no longer in usable condition will be dismantled, with components such as buckles, straps, and fabric repurposed for spare parts.

The final aspect of this program focuses on rescues, offering \$10 off PER blanket and sheet for registered members. Rescues are also given priority in receiving the donated blankets along with a direct link to their organization's cash donation link.

## STABLEMATES

Stablemates is a program tailored for large barn orders. Each Stablemate serves as a representative for their barn, managing blanket pickups, deliveries, and payments. In return, Stablemates enjoy a \$300 discount on their order.

Stablemates are responsible for scheduling pickups, organizing their facility's horse blankets, and handling payments. To simplify this process, they will be provided with spreadsheet forms to help track and organize the blankets. A minimum of 25 blankets is required annually, and the Stablemate must reach a \$300 minimum on a single invoice.

## BAGS

Say goodbye to order forms and disposable bags! Our custom laundry bags offer a convenient way to save time and money on your orders. Measuring 30"x40", these durable, bags can hold 2-5 blankets. Each bag includes a tag with your contact information. Plus, laundry bags are always washed for free when included with equine laundry items.

With the purchase of a laundry bag, there's no need for order forms or item identification. Clients can simply place the bags in an accessible location.



# POLICIES

## PAYMENT

1) Payment is due prior to delivery. Payment is expected to be delivered immediately upon completion with a 5 day grace period from the invoice issue date. If payment is a foreseeable issue or the client would like to pay via cash/check in the mail or on-site, then the client must contact us within the 5 day grace period.

2) Prepayment is not required for service(s). After completing all services, Equine Laundry will send an invoice via email.

## SERVICES

1) All items are required to be washed prior to waterproof or repair -- no exceptions.

2) No services provided are guaranteed to fully restore an entity to any prior or new condition.

3) Estimates and quotes will not be provided for items needing repair.

4) Initials from the client must be provided in order to proceed with waterproof and/or repair. Clients may also approve service via text messages. Additional services will not be completed without written approval -- digital or physical -- from the client.

5) Waterproof effects are not guaranteed. Clients must notify us at first rainfall of any issues. Results may vary depending on the blanket's age, condition, storage, and/or quality.

6) By initialing the repair box, the client authorizes repairs up to \$60 per item. If the cost is expected to exceed \$60 per item, the client will be notified and may choose to continue or halt the repair service. If halted, the blanket will be returned in its current condition.

## TURNAROUND TIME

1) Orders will be processed in the order they were received. Customers are advised to allow sufficient time for processing prior to weather changes.

2) Equine Laundry's turnaround time is defined as the day of pickup/drop-off to the day of delivery. Pickup/delivery located in Zone 1 has a 4 week maximum turnaround time. Zones 2-7 have a maximum 8 week turnaround time. These turnaround windows are subject to variation due to weather, routing, and grouping orders. Clients will be notified of their order's delivery.

# POLICIES

## ORDERS

- 1) Equine Laundry retains the right to determine the handling of any completed equine laundry items that cannot be delivered or picked up within 30 days.
- 2) Equine Laundry reserves the right to cancel a blanket pickup or delivery at any time, for any reason.
- 3) Failure to have equine laundry items ready at the time of pickup will result in the forfeiture of any future services with Equine Laundry.
- 4) Equine Laundry is not responsible for lost or damaged items that lack order forms and/or bags. Unless an order form substitute is authorized by Equine Laundry, a \$5 fee per missing order form will be added to the order invoice's total.

## PROGRAMS

- 1) Representatives involved in the Stablemates program must properly coordinate pickups and payment collections in order for the \$300 discount to remain valid. A \$50 deduction will be applied to the \$300 discount for each step that is not performed correctly. A minimum of 25 blankets per facility is required. Only one Stablemate (representative) per facility is permitted.
- 2) Applicants for the ReBlanket rescue program must present valid documentation of the 501(c)(3) non-profit organization in order for the membership to be approved. Organizations that are members of this program are not entitled to blanket donations and will receive donations when supplies are available.
- 3) Donators to the ReBlanket program acknowledge that their equine laundry items will not be bought by Equine Laundry but rather donated in exchange for a \$5 credit per item. Equine Laundry reserves the right to decide what each item will be used for once received.

*By using our laundering services, you agree not to hold Equine Laundry liable for any pre-existing damages to your items. Laundering is considered normal wear and tear. We are not liable for reasonable wear/damage/discoloration/fading due to laundering. Laundering damaged items may exacerbate the problem. Our liability is limited to the total dollar amount of each job.*