

# YOUR FIRST RINSE

*To make scheduling and completing your first Rinse as seamless as possible, we've outlined a few key steps.*

## WHAT YOU NEED TO KNOW:

### Creating your account

Accounts can be created at [rinse.com/Newport](https://rinse.com/Newport).

### Scheduling your first Rinse

You can schedule your first Rinse pickup on our website ([www.rinse.com](https://www.rinse.com)), or on our mobile app (available on iOS or Android).

### How should I prepare for my first Rinse?

- Separate your items by service type
  - Wash and Fold
  - Dry Cleaning
  - Hang Dry
- Then, put each different service type into a different bag
- Clearly label each bag **with your first and last name** (that matches your Rinse account) **and the service type**.
- Drop off your items to the lobby before 7:30pm on the day of your first pickup!

### Do I need to be present?

Nope! You can authorize Rinse Drop in the Rinse app so your Valet can deliver or pickup your order without you there. To update, click "My Preferences" then "My Account".

### Will I receive updates on my order?

Yes! At 5:30pm, we'll send your Valet's estimated arrival time. You'll also receive a message as your Valet arrives and when they've picked up your order!

### When will my items be returned?

Your Wash & Fold order will be returned in 2-3 days, and your Dry Cleaning in 3-4 days.

Next Day Rush Delivery is available for **Wash-and-Fold orders only** for an additional \$7.95.

### Care

If you have any issues whatsoever, please reach out to our **Customer Care Team**.

SMS at 746-73

Call us at 888-850-2444

Email us at [care@rinse.com](mailto:care@rinse.com)