

BASICS

1. What is Locker@YES?

Locker@YES is a locker system that gives you the flexibility that you need, be it to send or to pick up your dry-cleaning or laundry, or to receive parcels when you are not at home, anytime of the day. You do not need to wait for anyone to appear; just drop and go or pick and go, at your own time at your own pace.

2. How does Locker@YES work?

For laundry services, just leave your bag of clothes in the locker. We will notify you once it's done and confirm with you if we can deposit them in the locker. You will receive a SMS when our deliveryman does the deposit. Please pick up your clothes within 48 hours so that others can also use our locker service.

For parcel services, you just need to authorize your courier delivery to deposit your parcel in our locker under your registered account.

Note: For security reason we need all our users to register for a free account before use.

3. How do I register?

You can make use of the tablet at our locker or scan the QR code using your smart phone. Simply key in your Singapore mobile number, a 6-digit PIN of your choice and your email address. You will next receive a sms verification code; key that in and you are done. We do not need your credit card details.

4. Why do I need a mobile number to register?

Your Singapore mobile number not only serves as your user id. We will use it to contact you if you left special instructions that needed clarification. Otherwise, we will contact you to confirm if we can deposit them in the locker. Once deposited, you will receive a SMS. Please pick up your clean clothes within 48 hours so that others can also use our locker service.

5. Why do I need an email to register?

We find email an unobtrusive communication mean. We will send you an email to inform of your order status as well as the charges for your current transaction. You can also check your invoice by scanning the QR code on your receipt with your smart phone.

6. How do I pay?

We only accept payment through e-wallets* by DASH or LiquidPay. DASH users can top-up their e-wallet using their Singtel bill or via eNets. LiquidPay users can auto top-up their e-wallet using their linked credit cards. All we care about is making it convenient for our users; Singtel bill, eNets or credit cards, it's your choice.

*E-wallet is just like a cash card, but much more secure. It resides in your smartphone and you can also use it to make other purchases. Check out DASH or LiquidPay on their respective website or just simply download the free apps on your smart phone.

7. Why do I need to pay a deposit when I send in my laundry?

Since we do not collect any joining fee nor enforce any credit balance on our users, we ask for a small sum of deposit akin to pre-payment, to help defray some of our cost outlay.

8. What are Locker@YES hours of operation?

We are at your service 24/7; you can drop and pick up anytime you like.

9. Is your service available in my area?

For now, we have the lockers located at our Laundromat outlets, at Ang Mo Kio and Whampoa. We are however expanding rapidly. We plan to have our lockers at condominiums and offices. If you think your location has the demand, let us know and we will try to make that happen. Bring us to you!

10. What is your turnaround time?

We will normally be able to deliver your clothes to the lockers within 5 working days.

Note: laundry sent on Saturday or day before public holiday will have extended turnaround time because our dry cleaners do not work on Sundays and PH.

11. Is there a minimum order?

No, there is no minimum order for per piece items.

12. I know I have agreed to the deposit of my clothes at the locker. What will happen if I do not pick them up within 48 hours?

We seek your kind cooperation to pick up within 48 hours as we have limited lockers. In order to free up space, we will need to remove your clothes from the locker and bring it back to our processing center. You will need to contact us to arrange for our free re-delivery but we will need to charge a fee for your locker usage. In addition, we need you to make payment of the outstanding balance of your laundry via electronic banking before we perform the re-delivery.

OUR SERVICES

13. What is Wash & Iron?

After a good clean wash, your clothes will be ironed to perfection and returned on a hanger or folded, according to your preference. If there's no instruction, we will assume the former.

14. What is Dry cleaning?

Dry cleaning is a no-water cleaning method that is ideal for fabric that needed extra care and can't be washed or tumble-dried like normal clothes.

15. Can I send in both my bedsheets and curtains?

At the moment, we only accept bedsheets for wash & iron or dry cleaning.

16. Can you handle special garments?

We will need to assess before letting you know if we can handle it. Please contact us and we will keep you informed of any additional charges if they exist.

17. Can I send multiple laundries i.e. a new order while an earlier order is still in progress?

Yes, you can! We will treat each order as separate ones and collect the respective deposit accordingly.

GARMENT CARE

18. Can I provide special instructions regarding my clothes?

Definitely! Just call us

- If you want your Wash & Iron clothing folded (default is hung).
- If there are stains that needed attention.
- If there are garments that needed special care.
- If you have other special instructions/preferences.

Alternatively, you can leave written instructions in your bag of clothes and we will contact you to acknowledge these instructions. If you do not hear from us within 24 hours day, please call us.

P/s we have designed our transaction steps to a minimum and reduces the need for text input, that's why the need for special handling when there's special instructions.

19. Can you get rid of a stain?

We will do our very best to get rid of that stain. Some stains can be stubborn even to the experts. We therefore cannot guarantee anything in such circumstances.

DOMESTICS

20. How do I prepare for my first order?

First, sign up for our free account! You can do so through the tablet at our locker or scan our QR code (website, pamphlets, etc) using your smart phone. Also remember to set up DASH e-wallet and top it up.

To place your order, simply go to our locker, login with your telephone number and PIN, select number of pieces based on the type of service, deposit your clothes in a bag with one of the two printed receipts and you are done.

21. How do I know the cost of my order?

Once we process your order, you can scan the QR code on your receipt and have the tentative invoice displayed. This tentative invoice is subject to change based on your special instructions or extra care that your garments may need during the laundry process. The final invoice will be sent via email once we deposit your laundry for return at the locker. Our complete price list is posted on our locker and in our website.

NOTE: We will less off your deposit and collect the outstanding balance when you pick up your clothes at the locker.

ACCOUNT

22. How do I change my registered phone number?

We recognize our user via phone number, so if you decide to change your number, please register for a new account.

23. How do I change my Pin?

You can either do so through the “Forget PIN” function on the tablet at the locker or use your mobile phone to scan the QR code.

24. How do I change my registered email address? What if I need to contact you?

Please contact us through our hotline at 90090789.