

Who is Boomerang Dry Cleaning?

Boomerang is the most convenient dry cleaning and laundry solution available! We are a locally owned and operated dry cleaner who has brought the future of dry cleaning to Grand Rapids. We not only provide exceptional quality, competitive pricing and industry tops in customer service but also have multiple BOOMBOXES locations in Grand Rapids and offer both scheduled and on-demand pick up & delivery service.

What are BOOMBOXES?

Located in residential buildings, offices, gyms, parking garages and other convenient locations, you are able to drop off and pick up their garments around your schedule, 24 hours per day, 7 day per week. We have integrated our app based solution for you to sign up, place orders, receive delivery notifications, review orders and manage your account. Quite simply, BOOMBOXES offer the most convenient dry cleaning and laundry solution available! That burdensome, stress filled drive to the cleaner to try and get your clothes before they close is a thing of the past. We never close, so you can drop off and pick up your order whenever is most convenient for your schedule. We're revolutionizing the dry cleaning and laundry industry, and we invite you to join us! Please take a look at our How It Works page for step by step instructions.

Is my dry cleaning and laundry safe?

Absolutely safe! Only you and your Boomerang driver have the code to access the locker that you placed your order in.

How do you keep track of all the clothes and ensure I'm getting the right clothes back?

We place a tiny barcode in a hidden place on each of your garment and take photos of every dry cleaned item. This helps us track items from the moment they're picked up, all the way through our process, to when we deliver them back to you.

I don't have a locker in my building. Can I still use your service? How does pick up & delivery work?

You don't need to use our lockers (although they are pretty cool) to take advantage of all of the benefits cleaning your clothes with Boomerang Dry Cleaning provides. We offer scheduled pick up & delivery service to neighborhood homes, offices across West Michigan map range. We will schedule our service to pick up and deliver to you two times per week which gives you that consistency you can rely on to get your dry cleaning and laundry taken care of. We also offer on-demand and rush service for those times when you need the service fast or don't have regular orders. Please visit our locations page to check BOOMBOXES accessibility and our home & office delivery service page for more info.

How do I get started?

Easy. Click SIGN-UP/LOGIN and follow the steps to create an account. You can also download our mobile App and get started.

Pricing/Payment- FAQ

How much does all of this cost? What does your pricing look like?
Say goodbye to surprises on the receipt. Our extensive price list can be found on our pricing page.

Are there any fees to use BOOMBOXES?

Absolutely not! There are no fees to use the lockers or create an account. All of our pricing is done a la carte, meaning you are only charged for the items you have cleaned. That's it!

How do I tell you my cleaning preferences or special instructions?

You can input your starch, detergent, and other preferences in your online account profile through Closet 2.0 and we'll save them for all future orders. You can also use our app to tell us about tough stains, indicate missing buttons, or write special instructions. Of course, feel free to call us at 616.202.4066 anytime if that's easier too.

How do I pay?

Simply save a credit card in your online account profile and it will be securely charged on all future orders. We also email you an itemized receipt with every order so there are no surprises.

How long does it take to get my order back?

Standard turnaround time on orders is 1-2 days. We may need more time with your extra care garments to ensure those tough stains are removed properly, without damaging your clothes.

Do you have rush service?

Yes, orders may be returned back to you the same day if you tell us about an order pick-up before 8am. A 20% fee is added. Next day service is available at no charge, if orders are placed before noon. Just let us know what you need and we'll make sure it happens.

When will my clothes be cleaned and delivered to a locker?

Although we are open for use 24 hours a day, we pick up orders starting at 12 PM (noon Mon - Fri) . Given this pickup and delivery schedule, all orders placed before noon will be picked up the same day and orders placed after noon will be picked up the next calendar day at the latest. Turnaround is 1-2 days business days on average.

How do I get a customized Boomerang garment bag?

Your clothes will be returned in a Boomerang garment bag after your first order with us. This is your personal bag and yours to keep. Yay, free stuff! Please use this bag when placing future orders as it is linked to your BOOMBOXES account. If we notice your bag is getting worn, we will replace it, no problem. And if you want an extra one to help manage your dry cleaning and laundry, we'll happily give you another one. And they are even color coded. Blue bags are for dry cleaning, orange bags are for fluff n' fold laundry.

Am I assigned my own permanent locker?

Nope, lockers are not assigned to anyone. Simply place your items into any unlocked locker, lock the locker, and place your order using our app.

Do you alter or repair items?

Yes we do, see alterations pricing. When you place an order, let us know which items need to be altered or repaired in the "Notes" section of "Place a New Order."

How do I place an order?

After you register for an account register, you can place an order in one of three ways: online, text, or on our mobile app.

How do I place an online order?

Log in to your Boomerang account and place your order by selecting your location and locker number. It's that easy!

How do I place an order on the mobile app?

Open the app and login to your account. Simply select your location and locker number and you are all set!

How do I place an order via text?

Simply text the locker number (e.g. "101") to 616.308.6116 and we'll take care of things from there. Please make sure the phone number you are texting from is the same number you used when you signed up for your account.

How do I get BOOMBOXES in my building?

Just email ryan@boomerangGR.com or call us 616.202.4066 and ask for Ryan. He will run you through the simple process of having lockers installed in your building. It's a free amenity that property managers, health clubs, office buildings, parking garages and really anyone looking for convenience can offer.

What's My Closet 2.0 and what can I do with it?

Closet 2.0 is a feature we offer our customers that helps keep track of items from the moment they're picked up from a locker to the moment we return them to you. That's why we barcode and take pictures of every dry cleaning item that passes through our system. You can see these pictures in your Closet 2.0 by logging into your account and clicking "My Closet." This feature lets us keep track of your clothes and hunt down individual items, but it also lets you see how many times you've sent the garment in for cleaning, the dates of each cleaning, and any notes you have about the particular item. You can document special instructions and mark stains for your own records, as well.

I wash a lot of clothes! Is there any way to save on my laundry costs?

Of course! Be sure to follow Boomerang Dry Cleaning on Facebook, Twitter, and Instagram to receive exclusive social media promotions. Also keep an eye on your emails for any flash sales we have going on. Any other questions??? Please call or email us anytime at 616.202.4066 or hello@boomerangGR.com