

BRANCH OF THE FUTURE B2C FAQs

Q: What is WASH-Connect?

A: WASH-Connect is WASH's proprietary app and was specially created for the laundry experience. WASH-Connect is a one-stop-shop for mobile payments, remote laundry monitoring, service requests, refund requests, and more. It's convenient, secure, easy-to-use and can be downloaded for free from the App Store or Google Play.

Q: Is WASH-Connect secure?

A: Yes, WASH-Connect mobile payments are completely secure. Credit card information is never stored in the app and your data is kept completely confidential. Plus, mobile payment with WASH-Connect offers extra layers of security by removing cash from your property, which reduced the risk of theft and vandalism.

Q: How can I reach support for WASH-Connect?

A: We have a mobile support team available if you need help with creating an account or using the new app. They can be reached at mobilesupport@washlaundry.com.

Q: How do I get a refund in the WASH-Connect app?

A: To request a refund in-app, tap on **Account** then select **Refunds**. Select the transaction you'd like a refund for, fill in the required fields and tap **Submit**. Credits will be automatically funded back to your in-app wallet.

Q: What resources are available with WASH-Connect?

A: The WASH-Connect app has a ton of helpful content and resources such as: stain removal tips, laundry symbol guide, app support, laundry basics and more. These can be found by navigating to **More... --> Resources** in the WASH-Connect app.

Q: Are there resources available online?

A: We have a robust library of helpful website resources for WASH-Connect and beyond that can be found here: <https://www.wash.com/request-help/>

Q: How do I get a refund on my laundry card?

A: For laundry card refunds, contact your property manager for a mail-in refund kit.

Q: How do I get a refund on my PayRange balance?

A: We recommend using up your balance prior to the switch. You can also contact PayRange through the PayRange app to request a refund.

How to request a balance refund on PayRange

1. Login to PayRange App
2. Tap the top left menu
3. Tap Contact Us
4. Tap Email
5. Tap I need my balance refunded back to my card
6. Write a brief message
7. Send Email