

## 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 reduces the risk of theft and vandalism.

**Q: How do I use the WASH-Connect app?**

A: For video instructions on how to get started and use WASH-Connect, check out our [YouTube video](#) on our @WASHolutions channel.

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

A: To request a refund in-app, tap on **Support** then select **Request a Refund**. 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: 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. If your location does not have a property manager, please mail-in your laundry card to the following address:

WASH  
ATTN: Card Refund Processing  
2200 W. 195th St  
Torrance, CA 90501

**Please include the following information:**

- Complex/building Name
  - Full Name
- Address with unit/apt #
  - Phone #
- Estimated Value on the card
- Reason for refund: (i.e.: I'm moving out)

**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](mailto:mobilesupport@washlaundry.com).

**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/>