

## 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: 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: How do I get a refund if I swiped my debit/credit card at the machine?**

A: To request a refund for a debit/credit card, please call us at 800-342-5932. Based on your preference, refunds will be sent via Zelle or credited back to your WASH-Connect account.

**Q: Why was my debit/credit card charged \$8 when I spent less?**

A: When using a debit/credit card as a payment option, your card will be pre-authorized for \$8.00. After three hours, you will be charged the exact amount of your laundry. However, it may take 24-72 hours for your card issuing bank to settle the transaction. If the charges are not removed after 72 hours, please contact your bank.

**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: 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/>