



REFUND POLICY

The following terms and conditions are applicable to refunds provided to customers of the laundry equipment at the Wash Bar. The following applies to the laundry equipment only:

1. **NON- PERFORMANCE OF MACHINES:**

- 1.1 The Wash Bar will refund customers for any loss which is a direct result of the non-performance of a machine after payment has successfully been made for the use of same.
- 1.2 "Non-performance" refers to the failure of a machine to start or a disruption caused by signal disruption, water disruption or machine error after receipt of payment.
- 1.3 Refunds will not be made in instances where the performance of the machine has been directly or indirectly caused by the customer's failure to use the machine in the manner described on all notices placed in the Wash Bar. The customer is responsible for ensuring that the machine is loaded and used in the manner described.
- 1.4 No refunds will be given in instances where the customer is dissatisfied with the result of the wash or dry cycle as the case may be.
- 1.5 The Wash Bar guarantees that all machines are serviced regularly and are in working order, unless otherwise specified and displayed. In the event that a machine is out of order for any reason whatsoever, no refund will be provided for any disruption in service experienced.

2. **REPORTING OF ISSUES EXPERIENCED AND REQUESTS FOR REFUND**

- 2.1 The customer must report any issue related to non-performance of a machine for which a refund is sought within 7 (seven) calendar days from the date of the incident.
- 2.2 All reports must be made on the WhatsApp customer service account clearly indicated on notices within the Wash Bar. No reports, complaints or requests for refunds will be considered unless it is directed to this account.
- 2.3 It is the customer's responsibility to report an issue. A Wash Bar representative will respond during office hours as stipulated in the contact information provided.
- 2.4 The Wash Bar endeavours to assist all customers timeously, however issues reported outside of business hours will be attended to during the course of the next business day.
- 2.5 All reports and/or requests for refund must be made in the manner described in 2.2 irrespective of the method of payment used by the customer.

3. **PROCESSING AND METHOD OF REFUND**

- 3.1 Under no circumstances will cash refunds be made directly to the customer's account. Refunds will be processed in the manner in which payment was made by the customer.
- 3.2 Refunds will be processed within 10 to 14 days from the date of acceptance of the request for a refund.
- 3.3 The Wash Bar will not be held responsible or liable if payments are made through 3rd party applications, other than those displayed.



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