

WaveRider

Laundry System



Frequently Asked Questions

How is my credit/debit card processed?

Your credit/debit card will be pre-authorized for **\$8.00**, which is good for 3 hours or up to \$8.00 of laundry (whichever comes first). After 3 hours, you will be charged the exact amount you spent **as soon as your card issuing bank finalizes the transaction, usually within 24-72 hours.** (See below for more details).

- Transactions usually take 24-72 hours to completely settle. Until then, \$8.00 will be showing as “pending” on your bank statement. Please be patient and wait at least 72 hours for the amount to settle before calling WASH.
- If you spend more than \$8.00 within a 3 hour period, then a second \$8.00 pre-authorization is required.
- To avoid multiple pre-authorizations, try to do as much laundry as possible within a 3 hour period. Multiple visits per day can result in multiple pre-authorizations.
- If using a prepaid debit card, please ensure you have \$8.00 of “available balance” on your card before using.

What credit/debit card types are accepted?

The system accepts all credit/debit cards with a Visa or MasterCard logo.

Is my transaction secure?

This system is fully PCI compliant and meets all the security standards set forth by the “Payment Card Industry.” All transactions are encrypted to the highest standards and no credit card information is stored on site.



View Your Laundry Status Online!

Check the status of your laundry from your home computer by visiting our WaveVision web site. Get an e-mail or text message when your laundry is complete. Register for FREE now!

www.washview.com

FOR SERVICE CALL:

800.342.5932

or request service online at www.fixlaundry.com



Service

Please identify the laundry room number in addition to the machine number located on the equipment.

Laundry Room No. _____