

# REFUNDS AND CLOTHING CLAIMS

Seamless refund and damaged clothing claim process

## Card Refund Process

All refunds for money lost when attempting to start the washers and dryers will be refunded as credit back onto guests' cards.

## Coin Refund Process

In the event quarters are lost, guests can call our Customer Support Center 24/7/365 at 1-800-762-3452 to request a refund. Alternatively, a refund bank can be supplied to provide guests with an instant refund for any lost coins.

## Damaged Clothing Claim Process

It is rare for guests to experience damaged clothing in a CSC ServiceWorks laundry facility, and we do not anticipate this sort of thing happening often. Our goal is to make the process easy. Guests with damaged clothing should call our Customer Support Center at 1-800-762-3452. He or she will need to have the machine license plate number which is located on the front of the machine.

Our Customer Support Center will take the following steps:

1. A service case will be created for the machine causing the clothing damage.
2. The resident will fill out a claim form and return it to CSC ServiceWorks along with any photo evidence. For any claim greater than \$250.00, the items must be relinquished to the branch office via collector or other means, and if salvageable, donated to an appropriate facility.
3. A Customer Support Agent and Service Technician will review the claim.
4. If it is determined that the machine is causing damage, CSC will mail a check for value of the item (while we want to satisfy the customer, the value will be minus depreciation unless a receipt is provided showing purchase of item within the last three months) to the resident.