

### Chargeable Service Requests Rates & Terms as of January 1, 2025

#### Service Rates

- Dispatch/Travel fee:
  - \$150.00 flat rate within 60km of our closest service branch (Breslau and Windsor, Ontario).
  - An additional \$1.00 per kilometer beyond 60km.
- \$80.00 per hour for labour while onsite diagnosing or repairing machines.
- Parts are additional unless they are covered under the manufacturer's warranty.

For on-street laundromats, specialty machines, or large chassis commercial laundry equipment (i.e., capacity larger than 20lbs), our labour rate while onsite is \$130.00 per hour.

#### Equipment Delivery & Installation Rates

- Curbside Delivery fee:
  - \$150.00 flat rate within 60km of our warehouse in Breslau Ontario.
  - An additional \$1.00 per kilometer beyond 60km.
- Installation:
  - \$80.00 per pocket for washers and electric dryers
  - \$150.00 per pocket for gas dryers
  - \$50.00 per pedestal
  - \$90.00 per pocket for gas dryer installation materials
  - \$35.00 per pocket for electric dryer installation materials
  - For washer/dryer combos, add \$50.00 to the dryer cost for materials
- Removal/disposal of old equipment \$30.00 per pocket

We will install only to existing services that are within two feet of the machine(s), in good working condition and up to local codes. Additional labour charges may apply if installing additional hardware, if the area is not accessible or ready, or if the installation requires two technicians.

Large deliveries that require more than one truck are subject to additional charges.

For installation of specialty or large chassis commercial laundry equipment, please contact us for a quote.

#### Dryer Vent Cleaning and Preventative Maintenance Rates

- \$80.00 per dryer pocket (maximum 20lb capacity)
- On-street laundromats, specialty machines, or large chassis commercial laundry equipment:
  - \$130.00 per dryer pocket (20lb capacity to max of 50lb)
  - \$180.00 per dryer pocket (50lb capacity to max of 75lb)

Includes documentation for your fire safety records.

If River Rock does not own the dryers, our Dispatch/Travel fee also applies, unless we are already onsite conducting other service work. Additional labour or material charges may apply depending on the scope.

Cleaning of the exterior grill(s) will be limited if dryer vent terminations are inaccessible or are located more than 10' above grade or on a sloped roof.



## **River Rock Laundry's responsibilities**

- Liaison with onsite staff and/or contractors (if applicable),
- Prompt invoicing with details of the service provided,
- Commercial General Liability Insurance,
- TSSA licensed gas technicians,
- Workers Compensation Insurance, and
- Repair or install your laundry equipment so it is operational as soon as possible.

## **The fine print**

Rates and charges do not include HST and are subject to change with reasonable notice. Payment is due within 15 days of the date of invoice. We accept payment via credit card, cheque, e-transfer, or Electronic Fund Transfer (contact us for info to set this up with your bank).

Late payment may result in interest charges or refusal of future service.

Normal service hours are from 8:00am to 4:00pm Monday to Friday, statutory holidays excluded. Service requested outside normal service hours is subject to premium rate charges.

The labour fee is per technician and there may be circumstances where more than one technician is required, and additional fees may apply.

The dispatch fee will apply without service if the technician is not granted access to the equipment at the appointed time or if the repair is for a gas dryer and the laundry room is in breach of any natural gas codes.

Manufacturer warranty work will only be performed with written permission from the manufacturer or its distributor. It is your responsibility to confirm any warranty coverage (including parts or labour) prior to requesting service.

If we are asked to remove/dispose of any equipment from the site, the equipment becomes the property of River Rock Laundry.

You are liable for any personal injury or property damage suffered by River Rock Laundry and its employees while on site, unless caused by the neglect of River Rock Laundry's employees or agents.

The service and parts provided are warranted for 30 days from the date of service and do not include repairs to the equipment resulting from abuse, misuse, overloading, using the equipment for activities for which it is not designed, neglect or damage to the equipment from fire, vandalism, theft, or major damage or destruction of the equipment caused by external forces, accidents, force majeure events or acts or omissions of you or your employees, agents, subcontractors or users of the equipment.

