

LaundryBUCKS—Terms and Conditions

The LaundryBUCKS system

Adding value to your LaundryBUCKS account allows you to purchase washing and drying cycles through the laundry card stations where available in Western Michigan University's Residence Hall laundry rooms.

LaundryBUCKS Account

1. Anyone with a Bronco Net ID can activate a LaundryBUCKS account.
2. LaundryBUCKS accounts may be accessed online at www.wmich.edu/vending/laundry, using the cardholder's Bronco Net ID and password.
3. LaundryBUCKS accounts are not transferable.
4. The LaundryBUCKS system works on a declining balance. A dollar value must be added to a LaundryBUCKS account before LaundryBUCKS can be used to purchase washing and drying cycles through the laundry card stations.
5. LaundryBUCKS is not a bankcard and is not associated with a bank.
6. The LaundryBUCKS plan will remain in effect as long as the account owner is an officially registered student or an employee at Western Michigan University.
7. The LaundryBUCKS account owner agrees to abide by all rules, regulations, policies and procedures specified by the University. The University reserves the right to cancel account agreements in the event an individual violates any such rules, regulations, policies and/or procedures or breaches in any way any term or condition of this agreement. Future changes in terms and conditions regulating the use of LaundryBUCKS and its privileges will apply to all cards in circulation and use at the time and will supersede the terms and conditions in effect at the time the card was acquired.
8. The University may change these terms and conditions at anytime by sending an email notice to the cardholder prior to effective date. The use of LaundryBUCKS on or after the effective date of the change means that the participant accepts and agrees with the new terms. The University may apply any such change to the outstanding balance of the LaundryBUCKS account on the date of the change of terms and to new charges after the date.
9. LaundryBUCKS reserves the right to close accounts that remain inactive for a period of twelve months.

Adding Value

There are two ways to add value to a LaundryBUCKS account: *(Please note: students cannot charge to their student account)*

Direct account access:

1. The owner of the LaundryBUCKS account may add value to his or her said account with the use of a valid VISA, MasterCard or Discover credit card through the online LaundryBUCKS system account interface.
2. Check or cash purchases can be added by contacting Dennis Brooks in the WMU Bookstore accounting office at (269) 387-3946, between the hours of 8 a.m.–5 p.m., EST.
3. A minimum deposit of \$10 is required per transaction.
4. A maximum deposit of \$1,000 is allowed per transaction.
5. Transactions are real-time.

Gifting:

1. Anyone can add value to a LaundryBUCKS account with the account owner's Bronco Net ID along with first and last name.
2. Gifting is available online through the LaundryBUCKS system gifting interface with the use of a valid VISA, MasterCard, or Discover credit card.
3. Check or cash purchases can be added by contacting Dennis Brooks in the WMU Bookstore accounting office at (269) 387-3946, between the hours of 8 a.m.–5 p.m., EST.
4. Once a value has been gifted, the dollar amount and any future credits belong to the recipient. Purchases are at the discretion of the account owner. Refund and credit policies for LaundryBUCKS are detailed below.
5. No interest or other earnings will be paid on account balances to the account owner or credited by the University.
6. Transactions are real-time.

Purchases

1. Only the account owner is authorized to make purchases from their LaundryBUCKS account with their WMU Bronco Card®.
2. Sufficient funds must be present in the account or additional payment options must be used to cover the balance of the transaction. The accounts will not carry a negative balance.
3. Fraudulent use of a LaundryBUCKS account will be subject to University, State and Federal Law.
4. Cash withdrawals may not be made from a LaundryBUCKS account.

Account Activity

1. An up-to-date history of your account activity is available 24 hours a day, 7 days a week online at www.wmich.edu/vending/laundry
2. Account information cannot be given over the phone.
3. Questions concerning your LaundryBUCKS account can be directed to WMU Vending Services, (269) 387-2200.
4. If an error or problem is detected, the account owner must contact WMU Vending Services in Auxiliary Enterprises, 4th floor of Moore Hall no later than 30 days after the problem or error appears.
The following information will be needed:
 - Provide account owner's name and WIN number.
 - Describe the error or question.
 - Either specify the dollar amount of the possible error or provide proof of purchase.

Lost or Stolen WMU Bronco Card®

1. The cardholder is responsible for reporting and replacing lost, stolen, or damaged cards as stated by the Department of Public Safety's Bronco Card Office.
2. A new card should be requested immediately from Public Safety. For more information visit www.wmudps.wmich.edu
3. LaundryBUCKS is not responsible for any loss due to account misuse with lost or stolen cards before a hold is enabled.
4. The University is not liable for financial or criminal repercussion associated with the fraudulent use of LaundryBUCKS.

Failure of Service

1. Cash refunds will be given for failure of laundry service when using your LaundryBUCKS account. If service has not been delivered after using your card please notify WMU Vending Services in Auxiliary Enterprises, 4th floor of Moore Hall or at (269) 387-2200.

Account Refunds

1. Account Balance Refunds are issued upon graduation, academic withdrawal, or employment termination from the University upon request. Requests can be made online at www.wmich.edu/vending/laundry
2. Per University policy, LaundryBUCKS balances will first be applied to any outstanding debt owed to the University. Refunds to balances of \$10 or more, minus an administration fee of \$3, will be applied to the account owner's University account.