TERMS AND CONDITIONS OF SALE

Valley Washers, Inc. · Harrisonburg, Virginia · Effective December 1, 2026

1. Acceptance. This estimate becomes a binding sales agreement when the customer signs it, pays a deposit, issues a purchase order referencing it, or instructs us in writing (including by email or text) to order or proceed, whichever comes first. Pricing is valid for 30 days unless stated otherwise.

2. Payment. Equipment orders require a 50% deposit to place the order (see Cancellations and returns); the balance is due on delivery or installation. Parts and service are due on receipt unless the customer has approved credit terms in writing.

3. Interest and late fee. Balances not paid when due accrue simple interest at 18% per year (1.5% per month) on the unpaid principal from the due date until paid, not compounded, or the maximum rate allowed by law if lower. For customers who are individuals or sole proprietors, the rate is 12% per year. A one-time late fee of 5% of the late payment applies to any payment not received within 7 days after its due date. Payments apply first to collection costs, then to interest and late fees, then to the oldest balance. This section does not apply to government customers paying under a prompt payment law, whose payment terms govern.

4. Collection costs. The customer agrees to pay all costs of collecting past-due amounts, including reasonable attorney fees, court costs and collection costs.

5. Title and security interest. Title to all equipment remains with Valley Washers, Inc. until the full purchase price is paid. The customer grants Valley Washers, Inc. a purchase-money security interest in the equipment to secure payment and authorizes us to file a UCC financing statement. If payment is not made when due, Valley Washers, Inc. may recover the equipment in addition to any other remedy, and the customer will make the equipment available and permit Valley Washers, Inc. to enter the premises during business hours to disconnect and remove it. The customer will not sell, move or encumber the equipment until it is paid for.

6. Cancellations and returns. Equipment is ordered specifically for each customer. If the customer cancels after we have placed the order, the cancellation carries a 20% restocking fee plus any freight, deducted from the deposit, and the rest of the deposit is refunded. Equipment marked as a special-order model on the estimate (for example, large-chassis electric dryers) cannot be cancelled or returned once ordered, and its deposit is non-refundable. Any return of delivered equipment that we approve in writing carries the same 20% restocking fee plus freight both ways.

7. Freight and delivery. Pricing is FOB Harrisonburg, VA unless stated otherwise. Freight quotes are estimates. Risk of loss passes to the customer on delivery or pickup. Inspect deliveries and note any damage on the delivery receipt.

8. Installation and site. Where installation is quoted, Valley Washers delivers to the job site, uncrates, rigs into position and levels the equipment; mounts hardmount equipment to the customer's existing concrete floor or pad using an industry-standard anchor bolt and grout procedure; makes final connection to existing utilities within 4 feet of the installation location; and performs programming, start-up and in-service procedures with available personnel. Removal of old equipment is included only where the estimate says so. The customer provides safe and adequate access to the installation location (hallways, door openings, stairs); an adequate floor or concrete foundation for secure mounting; all utility connections to specification with shutoff valves and switches (water, gas, electric, drain, exhaust and make-up air, as applicable); and any local or state permits and fees. Extra trips or work caused by an unready site are billed at our standard labor and mileage rates.

9. Warranty. Equipment carries only the manufacturer's written warranty listed for each model. Unless a warranty line says otherwise, labor, mileage and shipping are not covered. Warranty does not cover damage from improper installation, utilities, misuse, chemicals, or lack of maintenance. VALLEY WASHERS MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and is not liable for lost income or other consequential damages.

10. Payment methods. We accept bank transfer (ACH), check and card. Bank transfer (ACH) and check have no fee.

11. Law and venue. These terms are governed by Virginia law. Any dispute will be resolved in the courts of Rockingham County or the City of Harrisonburg, Virginia.

12. Entire agreement. These terms, the estimate and any written change order are the entire agreement. The customer's purchase-order terms do not apply unless we agree in writing.