

## REGISTRATION FORM

Title :  Madam  Mister  Madam and Sir

NAME: \_\_\_\_\_ First Name : \_\_\_\_\_

Address : \_\_\_\_\_ NPA City : \_\_\_\_\_

Phone. : \_\_\_\_\_ Mobile : \_\_\_\_\_

Email : \_\_\_\_\_

Language :  French  German  Italian  English

Date of entry : \_\_\_\_\_ Laundry room: N°<sup>1</sup> \_\_\_\_\_ Machine N°: <sup>2</sup> \_\_\_\_\_

\_\_\_\_\_

Planning : \_\_\_\_\_

## INSTRUCTIONS

### ACTIVATION

After receiving the key, you must make a payment of CHF 80.- in order to activate it.

This amount is broken down as follows:

- CHF 20.- key purchase
- CHF 30.- washing reserve
- CHF 30.- credit for the first washing/drying cycles

Afterwards, the amount of the refill is free.

### INSTRUCTIONN FOR USE

Two ways to get it :

*Digital :*



*Or*

*To print :* on our web site [www.keycom.ch](http://www.keycom.ch) under section « utilisateurs ».

Place, Date .....

Signature .....

<sup>1</sup> If several laundries in the building

<sup>2</sup> If several machines according a established schedule

#### **RECHARGING CREDIT ON THE ELECTRONIC KEY:**

We hereby inform you of our three different payment methods:

1. **Payment through e-banking** : use the account number and reference number on your payment slip attached to your KeyCom key.
2. **Direct debit (LSV or DD)** : for this option, it is necessary to fill on the LSV/DD form attached to your KeyCom key or downloadable on our website.
  - Bank account: complete and send it directly to your bank
  - Postal account : complete and return it to us by e-mail or post

As soon as your account needs to be recharged, our IT system will automatically transfer CHF 30.00 from your postal or bank account to your key.

3. **Payments using the payment slip at the post office counter:** the payment is made at the post office. We would like to draw your attention to the fact that a fees of CHF 2.- will be charge for every such payment to covers post office charges. If you still want to use this payment method, you will find a number of payment slips in attachment. This are note suitable for other purpose an are only to be used to charge the credit on your key.

#### **ACTIVATION OF THE WASHING RESERVE :**

If the balance is insufficient due to an outstanding/forgotten payment by the key user, the system automatically calls up the reserve and states the remaining balance. Upon receipt of the next payment the balance will be automatically updated. If the reserve is also used up the key is blocked. The blocking fee of CHF 5.- is automatically deducted from the washing balance.

#### **USAGE :**

The key user will comply with the building rules and with the specified washing days and hours. The prices for the washing and drying cycles are specified by the building management company.

#### **CANCELLATION AND REFUND :**

In case of a change of address, it is important that the user informs KeyCom SA. Registration can be canceled at any time by letter or telephone. KeyCom SA undertakes to refund the balance and the remaining reserve on the key upon receipt of the key. The reimbursement procedure is carried out monthly by KeyCom SA.

#### **FUNDS IN DESHERENCE :**

The system automatically locks the keys when there is no activity for 9 months. A mail is sent to warn the tenant and to know his intentions of use. CHF 25.- administrative fees are charged. If no answer is given by the tenant within 3 months after the mail, the tenant account is permanently deleted.