



Wash & Roll Truck Services

REFUND & DISPUTE POLICY

Effective August 1, 2026

BBDD LLC 121 W Elk Street, St. Joseph, MO 64501 Phone 816-727-7570 Email washrolltruckservices@gmail.com

1 Services Are Non-Refundable Once Completed

All services performed by Wash & Roll Truck Services — including trailer washing, tire service, parts installation, and preventive maintenance — are non-refundable once the work has been completed.

Labor and service charges reflect time, equipment, and materials already committed to the job. Once a technician has performed the work described on the approved quote, that charge is final.

If you believe the work was not performed as described, please do not dispute the charge with your bank or card issuer. Contact us first using the information in Section 4, and we will review the work order and resolve the matter directly.

2 Defective Tires Are Covered by the Manufacturer's Warranty

Wash & Roll Truck Services does not manufacture the tires we sell or install. **Tires found to be defective are handled exclusively under the applicable manufacturer's warranty**, subject to that manufacturer's terms, inspection process, and adjustment schedule.

- ◆ We will assist you in filing a warranty claim with the manufacturer, including submitting documentation and coordinating inspection.
- ◆ The manufacturer — not Wash & Roll — determines whether a tire qualifies for warranty adjustment and what credit, if any, is issued.
- ◆ Mounting, balancing, service call, and disposal charges associated with a warranty replacement are **not** covered by the manufacturer and remain the customer's responsibility unless the manufacturer specifically reimburses them.
- ◆ Road hazard damage, improper inflation, misalignment, overloading, and normal wear are **not** manufacturing defects and are not eligible for warranty adjustment.

The Missouri tire fee assessed under RSMo 260.273 is a state fee collected at the point of sale and is not refundable by Wash & Roll.



3 The Approved Quote Is the Record of Service

The approved quote (work order) is the official and controlling record of what was authorized and what was performed.

Before work begins, you receive a written quote listing each service, part, and price. Your approval of that quote — verbally, in writing, by signature, or electronically — authorizes us to perform exactly the work described on it.

- ◆ Work not listed on the approved quote was not authorized and will not be billed.
- ◆ Any additional work discovered during service requires a new or revised quote and separate approval before we proceed.
- ◆ Invoices are generated directly from the approved quote. If the invoice matches the approved quote, the charge is considered correct and payable.
- ◆ Wash & Roll retains a copy of every approved quote and work order, and a copy is available to you on request.

IF A DISPUTE ARISES

The approved quote is the document we will refer to as the record of service.

4 Disputes

If you have a concern about a charge, an invoice, or the quality of work performed, contact us directly and we will work with you to resolve it.

PHONE

816-727-7570

EMAIL

washrolltruckservices@gmail.com

Please have your invoice number or work order number available. **We ask that you notify us within 15 days** of the invoice date so we can review the work order while records and job details are current. We will acknowledge your dispute and work toward a resolution as promptly as possible.

Contacting us directly is faster than filing a chargeback and allows us to correct genuine errors without involving third parties.

5 Billing Errors

Nothing in this policy prevents correction of a clerical or billing error. If an invoice contains a pricing mistake, a duplicate line item, a tax calculation error, or a charge for work not listed on the approved quote, notify us and we will issue a corrected invoice or credit.

QUESTIONS ABOUT THIS POLICY?

Call **816-727-7570** or email **washrolltruckservices@gmail.com**. We're glad to walk through anything above.