



## **Step-by-Step Guide: Questions to Ask Distributors**

This list of questions can be used by first-time laundromat owners during the process to interview and select an equipment distributor for your project.

### **1. Company Background**

- How long have you been in business?
- What brands of equipment do you carry?
- How many stores have you built in the last 12, 24, 36 months?
- Can I tour one of your completed stores?

### **2. Design & Layout Support**

- Do you assist with store layout and design?
- Do you offer help with utility planning (gas, water, electric)?
- Can you review drawings in house?
- Can you help forecast capacity based on demographics?

### **3. Service & Maintenance**

- Do you provide ongoing service after installation?
- What is your average service response time?
- Do you offer preventive maintenance packages?

### **4. Installation & Warranties**

- Do you use your own installers or third parties?
- Are your installers laundry-certified?
- What is the warranty length on parts and labor?
- Do you offer any extended warranties upfront?

### **5. Financing**

- Can you assist with equipment financing?
- Do you partner with specific lenders (Eastern Funding, Dexter, Alliance, Clean Laundry Funding, etc.)?
- Do you offer deferred payment options for new builds?
- What is the payment schedule for your work?

## **6. Reputation**

- Can I speak with current laundromat owners who've worked with you?
- What are your online reviews like (Google, online forums)?
- Have you built stores similar to the one I'm envisioning?

## **7. Ongoing Relationship**

- Do you help with retooling later?
- Will you consult on future growth or additional locations?
- What support do you offer after the grand opening?

## **8. Exclusivity**

- Will you agree not to open or support another store within [X] miles of mine?
- Will you include this in writing in our agreement?