

PLEASE REFER TO WEBSITE FOR ANY OTHER QUESTIONS.



RIDEWITHHYDROTECH.US

FAQ:

WHAT IS COVERED UNDER THE RAINBOW WARRANTY?

Rexair provides to its independent Authorized Rainbow Distributors a written four (4) year warranty on the Rainbow Cleaning System and attached accessories, and a ten (10) year warranty on the vacuum cleaner motor/electronic controller. These warranties do not cover normal wear and tear arising from usage of products, such as belts, HEPA neutralizer, running over cord, etc.

HOW LONG DOES A PRESENTATION USUALLY TAKE?

A presentation generally takes 2 hours to complete. Evenings tend to be the best time as families are in for the night and do not have to rush out of the house. Presentations that have to be rushed or interrupted due to other engagements by the customer or rider will need to be replaced. We recommend allowing 2.5-3 hours just to be safe, which creates a more relaxed environment and allows friends to socialize and ask any questions.

HOW DO I RECEIVE MY RIDE-ALONG PROGRAM CHECKS

Once you have completed your Ride-Along Program, you will submit your request via our website. Our verification team will then verify that all presentations were qualified and notify you via email if any need to be replaced. Once approved you will be notified when you can pick up your check at our local Rainbow office. Checks are to be given directly to Ride Along customers and not to anyone else on their behalf. It usually takes 90 days from completion date to finalize checks. The verification process is outlined below.

HOW DO I RECEIVE MY GIFTS FROM MY GIFT PROGRAM?

Once you have earned your rainbow accessories, you may submit a request via our website. You will be notified via email when your gift is ready to pick up at our local Rainbow office. The verification process is outlined below.

WHAT IS THE VERIFICATION PROCESS?

All check and gift requests will be verified by a team to make sure that you have met the above qualifications. Dealers and the office will ask you to replace an presentation(s) that does not meet these qualifications.

CONTACT INFO:

Contact the office, not the dealers at www.ridewithhydrotech.us for check/gift requests, customer service, booking presentations etc.

MarVa Opportunities
11720 Beltsville Dr #165
Beltsville, MD 20705

Hydrotech VA LLC
2428 Almeda Ave #148
Norfolk, VA 23513