JUSTWASHES

Before You Continue — Subscription Summary

Here's what your **Customer Subscription Agreement** means for you — in plain language. The full agreement is available at any time via the link below.

By enrolling, you agree to be legally bound by the JustWashes Subscription Agreement. Here are the key things to know:

YOUR SUBSCRIPTION

Monthly, No Commitment

Your plan bills **monthly** on the day you signed up and renews on that day each month until you cancel. **No annual contract, no early termination fee.**

Three Vehicle Classes

Credits come in three classes — **Sedan**, **Mid-Size SUV**, and **Large SUV/Van/Truck** — and each credit is used on a matching vehicle. Buy any quantity of each.

Credits & Rollover

Unused credits roll over while your subscription is active. After cancellation, your remaining credits and pending washes stay available for one year; washes must finish before expiry. You may currently request a refund of unused paid credits at the amount actually paid. Refunded credits are removed; promotional credits have no cash refund.

48 Hours to Report a Problem

Poor results, wash not completed, tech never showed, vehicle damage? Tell us **within 48 hours** of the wash — or of the scheduled time if it never happened. Inside that window we make it right under Service Issue Resolution; after it, the guaranteed remedies no longer apply.

BILLING & CANCELLATION

Pricing & Fees

Your per-credit rate is shown at checkout. A rate increase requires at least **30 days' notice**, and you can cancel before it takes effect. There is no long-term price lock or separate card processing surcharge.

Cancelling

Cancel in account settings or through support before your next renewal is processed. Cancellation stops future renewals. Your remaining credits and bookings are handled under the credit and refund terms above.

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CHANGING YOUR PLAN

Change Your Plan Anytime

Add or remove credits or vehicle classes anytime; changes take effect next cycle. Credits already in your account stay available under their credit and expiry terms. Plan changes do not themselves generate a refund; unused paid credits are handled under the refund policy.

Optional Add-Ons

Available add-ons and their scope are described on our website and when you book. They are optional and purchased separately from your subscription and Wash Credits. Your technician sets the price shown before purchase. Only completed add-ons are charged.

Your Wash Kit

Your Wash Kit is provided free or as a purchase, with any price shown at checkout. Keep it clean and available, and launder the towels between washes. If you cancel before 20 completed washes, we may arrange free pickup of a free kit at our discretion. After 20 washes, we do not collect it under this policy. Purchased kits are yours to keep. We coordinate kit availability for any remaining valid washes.

WEATHER & LEGAL

Weather

If JustWashes offers a weather reschedule and you decline and ask us to try anyway, **your credit is used and not returned** if the technician attends to attempt the wash but weather prevents starting or finishing it. Another wash needs another valid credit. Otherwise, an incomplete weather wash returns its credit with its original expiry. Technicians may stop unsafe work. Completed add-ons are billed separately; uncompleted add-ons are not charged.

Auto-Renewal & Disputes

Your subscription auto-renews each cycle until cancelled. Disputes are resolved by **binding arbitration in DeKalb County, GA** under the Terms of Service, with a class-action waiver.

Revised November 27, 2026 · Full agreement version 4.4

This is a summary for your convenience. By enrolling, you agree to the full **Subscription Agreement**, **Terms of Service**, and **Privacy Policy**. Just Services, LLC dba JustWashes · Atlanta, GA 30319

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