JUSTWASHES

Before You Continue — Summary Terms of Service

Here's what our **Terms of Service** mean for you — in plain language. The full agreement is available at any time via the link below.

By tapping "I Accept," you agree to be legally bound by JustWashes' Terms of Service. Here are the key things to know:

YOUR ACCOUNT

Account & Eligibility

You must be **18 or older** to use JustWashes. You're responsible for keeping your login secure and for all activity on your account.

Your Subscription Terms

Your Subscription Agreement governs billing, pricing, credits, plan changes and cancellation. **Cancellation stops renewals, preserves pending washes and leaves remaining credits usable for one year.** Unused paid credits are currently refundable on request. That agreement controls if these documents disagree on those topics.

Electronic Records & Signature

Tapping "I Accept" is your electronic signature, and you agree to receive agreements, receipts, and notices electronically. Request a paper copy or withdraw consent at support@justwashes.com — withdrawing means you can no longer use the platform.

THE WASH & YOUR PART

The Wash

A Wash Credit covers a low-water exterior maintenance wash. Optional add-ons are purchased separately, with services, scope and technician-set prices shown on our website and when you book. Only completed add-ons are charged. Technicians do not enter your home or garage or operate your vehicle.

Site Setup & Your Part

Have an exterior water source, a clean Wash Kit, private off-street space and parking guidance ready. Launder towels between washes. Keep the vehicle locked for exterior-only service. When your purchased service requires interior access, remove valuables and loose belongings, unlock at arrival, keep your keys and arrange secure handback. Position seats beforehand and leave no occupants or pets inside. **Technicians never start, drive, move or otherwise operate the vehicle.** Door-lock use requires your express permission; technicians do not enter your home or garage. If safe access or preparation is unavailable, the affected service may be omitted or rescheduled without a fee.

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Personal Property

Remove valuables and personal belongings before service. For interior access, you separately acknowledge the access permission and limited personal-property release in Terms §6.6. To the extent permitted by law, the release covers loss of or damage to items left inside, including ordinary negligence. It excludes theft, conversion, intentional misconduct, gross negligence and non-waivable liability, and does not release physical vehicle damage. Reports of missing or damaged property are reviewed through support.

Wash Water Consent

You agree that your tech empties the used wash water **onto your property** — typically a bucket or two, with diluted wash solution — and you consent to the wash on that basis. **Tell the tech where to pour it.** You never handle wash water yourself.

Your Wash Kit

The wash supplies kept at your home — typically a bucket and towels or rags. **We provide it**, free or as a prepaid purchase we charge you for; which applies is shown at checkout. You need one before your first wash. Replacement supplies may be available on request.

SCHEDULING & POLICIES

Cancelling a Wash

Cancel or reschedule in your account at no charge. Your reserved credit returns with its original expiry unless it is used for a qualifying weather attempt under the Weather terms below. Please notify us promptly so your technician can adjust their schedule. Subscription cancellation is handled under your Subscription Agreement.

Heavily Soiled Vehicles

We are a **maintenance service**, not a deep clean. If heavy mud, sand, salt or other residue makes the wash unsuitable, your technician may decline. **No decline fee applies and your credit returns.** Hose off heavy debris yourself beforehand.

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.

Service Issue Resolution

Report a problem within 48 hours. Remedies include spot cleaning, a redo or a returned credit for a bad wash, and a returned credit with priority rebooking for an incomplete wash or no-show. **A qualifying weather attempt after you decline our reschedule offer uses the credit under the Weather terms.** Technicians are responsible for damage they cause; we may help arrange or fund repairs as a courtesy where damage is verified.

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COMMUNICATIONS & LEGAL

Text Messages

We **may** text you about your washes — confirmations, tech-on-the-way, completion notices, and receipts. Reply **STOP** anytime to opt out or **HELP** for assistance. Message and data rates may apply. **We don’t send marketing texts**, and your mobile opt-in is never shared.

Dispute Resolution

Disputes are resolved by **binding AAA arbitration in DeKalb County, GA** — not in court — with a class-action waiver. Email legal@justwashes.com first; we’d rather sort it out directly.

Account Termination

JustWashes may suspend or terminate accounts for policy abuse, including misuse of cancellations or the satisfaction guarantee, at its discretion without notice. **Legitimately purchased unused credits are not automatically forfeited.** Remaining credits and refunds are handled under the Subscription Agreement; termination does not require further service where safety or abuse concerns prevent it.

Revised November 27, 2026 · Full agreement version 4.6

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

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