JUSTWASHES

Weather Policy — When Weather Affects Your Wash

Mobile means the sky gets a vote. Here's how rescheduling works.

A summary of the JustWashes Weather Policy for Customers. The full policy governs.

WHEN WEATHER COUNTS

When JustWashes Cancels or Reschedules

JustWashes will cancel or offer to reschedule when these conditions are present or forecast around your appointment: rain or thunderstorms, or a **more than 50% chance of precipitation**; sustained winds **20 mph or higher**; temperatures **below 35°F**; heat index **95°F or higher**; snow, sleet, freezing rain, hail or ice; lightning; tornado, hurricane or severe-storm watch or warning; or an active wildfire. Technicians may also decline or stop when their good-faith judgment says conditions are unsafe or prevent a proper wash.

RESCHEDULING

Either of Us Can Reschedule — Free

Accept our weather reschedule offer or cancel/reschedule before a qualifying on-site attempt at no charge. Your reserved credit returns for rebooking with its original expiry. If you decline our offer and ask us to try, the credit rule below applies. Completed add-ons are billed separately; uncompleted add-ons are not charged.

We'll Usually Reach Out First

When we see weather that might affect your appointment, we'll generally contact you and offer priority rescheduling. Accepting is always free and never uses a credit.

We Do Verify

We may review weather information, our reschedule offer, your response and the technician's attendance and service record. Customer credit outcomes follow this policy; technician safety decisions have separate good-faith protections.

IF YOU ASK US TO COME ANYWAY

If You Ask Us to Try Anyway

If you decline JustWashes' weather reschedule offer and ask us to attempt the wash, **your credit is used and not returned** when the technician attends to attempt it but weather prevents starting or finishing. This includes a weather-related safety stop. There is no extra cancellation fee, but another wash requires another valid credit. A credit used for this attempt is not an unused credit eligible for a refund.

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If We Never Reached Out

If we did not offer a weather reschedule and weather prevents the wash from being completed, your credit returns at no charge, before or after work starts. The same applies to a technician’s weather cancellation when the declined-offer attempt rule does not apply.

ALWAYS

Safety Comes First

Technicians may decline or stop unsafe work at any time. If you declined our reschedule offer and requested a qualifying on-site attempt, the credit is used even if weather prevents safe starting or completion. Other weather cancellations return the credit. Customer requests never require unsafe work.

Covered Spot? Tell Us

A covered private off-street area may help the service proceed safely. Tell us about it when booking. Technicians do not enter homes or garages or operate vehicles; any passenger-compartment access requires the booked service and express authorization.

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Summary only. The full **Weather Policy** governs. Credit and fee outcomes are in Section 4 of that policy and §6.5 of the **Customer Subscription Agreement**. Just Services, LLC dba JustWashes · Atlanta, GA 30319

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