JUSTWASHES

Weather Policy

JUST SERVICES, LLC dba JUSTWASHES

Effective Date: November 27, 2026 | Last Updated: November 27, 2026 | Version 3.4

1. WHAT THIS POLICY IS AND WHO IT APPLIES TO

JustWashes is a mobile service, so weather sometimes decides the schedule. This Weather Policy (the "Weather Policy") defines the weather conditions under which a wash may be rescheduled or cancelled and explains how rescheduling works.

This Weather Policy applies to both Customers and Technicians. It is incorporated into and made part of both the JustWashes Terms of Service (which governs Customers) and the JustWashes Independent Contractor Agreement (which governs Technicians). Sections 1 through 3 and Sections 6 through 8 apply to both parties. Section 4 states what a weather cancellation means for Customers; Section 5 states what it means for Technicians.

Section 2 states the conditions JustWashes uses to cancel or reschedule for weather. Customer credit outcomes are governed by Section 4; a Technician may make a good-faith safety decision without a listed threshold being met under Section 5.

JustWashes may update this Weather Policy from time to time as seasons change; material changes are communicated in accordance with Section 15.1 of the Terms of Service and Section 15.1 of the Independent Contractor Agreement.

2. WHEN JUSTWASHES CANCELS OR RESCHEDULES FOR WEATHER

JustWashes will cancel or offer to reschedule a wash when any of the following conditions is present or forecast in the service area at or around the scheduled appointment time. These are the inclement-weather criteria used for scheduling and proactive outreach; Technician safety decisions are also governed by Sections 5 and 6:

- Rain or thunderstorms, active or a greater than fifty percent (50%) probability of precipitation;
- Sustained winds of twenty (20) miles per hour or higher;
- Temperatures below thirty-five degrees Fahrenheit (35°F);
- A heat index of ninety-five degrees Fahrenheit (95°F) or above;
- Snow, sleet, freezing rain, hail, or ice on roadways or the wash surface;
- Active lightning, or a tornado, hurricane, or severe-storm watch or warning, or an active wildfire in the service area.

A wash is treated as prevented by weather where rain falls for more than ten (10) minutes in aggregate while the Technician is on site, or where any other condition above arises or persists such that the wash cannot be completed safely or to standard. This applies wherever this Policy refers to weather preventing a wash.

© 2026 Just Services, LLC dba JustWashes

3. CANCELLING OR RESCHEDULING FOR WEATHER

3.1 Either Party May Reschedule at No Charge

Where inclement weather as defined in Section 2 is present or forecast for a scheduled appointment, either the Customer or the Technician may cancel or reschedule that appointment in advance at no charge. No advance-notice period or Customer cancellation fee applies. Either party may initiate a weather reschedule in the JustWashes app.

3.2 Proactive Outreach

When JustWashes sees weather that may affect a scheduled appointment, JustWashes will generally contact the Customer in advance and offer priority rescheduling. Accepting a proposed reschedule always carries no charge and does not consume a Wash Credit.

3.3 Verification

JustWashes may review weather information, its reschedule offer, the Customer's response and the Technician's travel, attendance and service record. Customer credit outcomes are governed by Section 4. Other Customer cancellations follow the ordinary no-fee cancellation process. Technician cancellations are assessed under Section 5.6.

4. FOR CUSTOMERS — CREDITS AND FEES

4.1 Weather Reschedules

If you accept our weather reschedule offer or cancel or reschedule before a qualifying on-site attempt under Section 4.2, the reserved Wash Credit returns for rebooking at no charge. Returned credits retain their otherwise applicable expiration date.

4.2 If You Ask Us to Come Anyway

If JustWashes offers to reschedule your wash because of weather, you decline that offer and expressly ask us to attempt the wash anyway, and the Technician travels to your Service Location and makes an on-site attempt but weather prevents completion, your reserved Wash Credit is used and is not returned. This applies whether weather prevents work from starting on arrival or stops work after it begins. An on-site attempt includes attending and assessing the service conditions when weather prevents starting safely or to standard. A further wash requires a new Booking using another valid Wash Credit; the used credit is not eligible for the unused-credit refund offer. No additional cancellation fee or cash charge is imposed for the weather attempt.

Technicians may decline or stop unsafe work at any time, including when you ask for an attempt. The credit-use rule for a declined weather reschedule also applies to a qualifying on-site attempt stopped for weather-related safety reasons; it never requires a Technician to work unsafely. Credit use for an attempt does not mean the wash was completed. The reschedule offer, your request, the Technician's attendance and the weather-related stop are recorded through the Platform.

4.3 Other Weather Cancellations and Interruptions

If the qualifying-attempt conditions in Section 4.2 are not met, a wash cancelled, interrupted or left incomplete because of weather returns its reserved Wash Credit for rebooking at no charge. This includes accepting our reschedule offer, weather preventing the wash without a declined reschedule

© 2026 Just Services, LLC dba JustWashes

offer, and cancellation before the Technician travels and makes an on-site attempt. Returned credits keep their otherwise applicable expiration date. A Technician no-show or a service failure unrelated to weather is handled under the Terms of Service; it is not a qualifying weather attempt.

4.4 Add-On Services

Add-On Services are charged only when completed and are handled separately from the exterior wash. A completed add-on may be charged whether the exterior Wash Credit is used under the weather-attempt rule or returned. An uncompleted add-on is not charged. Services may proceed only in safe conditions and with any required access authorization. Exterior wash compensation is governed by Section 5.

5. FOR TECHNICIANS — STANDING AND PAY

5.1 You May Always Cancel, and It Never Counts Against You

You may cancel or reschedule any Booking, at any time and at no charge, whenever in your good-faith judgment weather may prevent the wash from being performed safely or to standard.

The scheduling conditions in Section 2 do not have to be met and no threshold applies to your good-faith safety decision. This applies both before you depart and after you arrive: if you reach the Service Location and conclude the wash should not be attempted, cancel through the Platform and leave. Arriving does not commit you to washing. A weather cancellation is not treated as a late cancellation or a failure to appear, does not count against your record, and does not affect the Bookings the Platform offers you. JustWashes does not charge Technicians a fee for any cancellation, weather or otherwise. This mirrors Section 5.3 of the Independent Contractor Agreement.

5.2 You Are Never Expected to Wash in Unsafe Conditions

You are never expected to perform a wash in conditions that are unsafe or that prevent the wash from being completed to standard. If you judge conditions unsafe on arrival or during a wash, stop.

5.3 Pay Where a Customer Declines a Reschedule

If the Customer declines JustWashes' weather reschedule offer, expressly requests an attempt, and you travel to the Service Location and make an on-site attempt but weather prevents completion, you are compensated for that wash as though completed. An on-site attempt includes attending and assessing the conditions when weather prevents starting safely or to standard. You may stop unsafe work without losing this qualifying attempt payment. You are not required to return to complete the wash without a new Booking. This mirrors Section 6.13 of the Independent Contractor Agreement.

5.4 Weather That Stops a Wash After You Begin

Where weather prevents completion after you have begun the wash, that wash is not compensated, whether or not the conditions were forecast. Section 5.1 lets you decline or cancel at no charge at any point up to the moment you begin, including on arrival; where you choose to begin, the risk that weather interrupts the wash is yours. This is the ordinary risk of the work and JustWashes does not insure you against it.

This Section does not apply where the Customer declined a proposed reschedule and asked that the wash be attempted. Section 5.3 governs that case and you are compensated as though the wash were completed.

© 2026 Just Services, LLC dba JustWashes

Before you leave, dry the vehicle and finish any panel you have already treated, where it is safe to do so. Wash solution left to dry spots the finish, and a partially treated vehicle is worse for the Customer than an unwashed one. Report the stop through the Platform with photographs.

5.5 Weather Credits Are Not Recovered From You

Refunds or Wash Credits issued to a Customer under this Weather Policy are absorbed by JustWashes and are never deducted or recovered from your earnings, as set forth in Section 6.12 of the Independent Contractor Agreement.

5.6 Verification Applies to You As Well

JustWashes may review weather cancellations you initiate against weather data for the Service Location at the scheduled time. A cancellation is treated as an ordinary cancellation under Section 5.3 of the Independent Contractor Agreement only where the conditions were clearly suitable for washing — clear and dry, with no condition that could reasonably have supported your judgment. A forecast that did not come to pass, a condition in Section 2 that was not quite met, and a cautious call that turned out to be unnecessary are none of them grounds for that treatment.

6. SAFETY OVERRIDE

Technician safety comes first. If lightning, high winds, unsafe surfaces or another hazard arises before or during a wash, the Technician may decline or stop immediately and their standing is unaffected. The Customer's credit outcome is governed by Section 4: a qualifying weather attempt after declining our reschedule offer uses the credit under Section 4.2, including when weather prevents safe starting or completion; other weather cancellations or interruptions return the credit. Customer instructions never require unsafe work. Technician pay is governed by Section 5.

7. HELPING US COMPLETE THE WASH

Customers with a covered driveway, carport, garage apron, or shaded area should note it in their profile. A covered or sheltered surface often allows a wash to be completed in conditions that would otherwise require rescheduling. The vehicle must be accessible and the area safe for the Technician to work in. The standard wash is exterior-only. A purchased Add-On Service requiring interior access permits necessary passenger-compartment access under the Terms of Service and Technician Agreement, but does not permit operating the vehicle or entering a home or garage.

8. ORDINARY CANCELLATIONS

Customer wash cancellations and reschedules for non-weather reasons are governed by Section 5.2 of the Terms of Service: no cancellation fee applies and the reserved credit is returned for rebooking. Site-readiness and heavily-soiled-vehicle declines likewise carry no Customer fee under Sections 6.2 and 6.5 of the Terms of Service. Technician cancellations are governed separately by Section 5.3 of the Independent Contractor Agreement.

Just Services, LLC dba JustWashes 4062 Peachtree Rd NE, Ste A-510 | Atlanta, GA 30319
support@justwashes.com | legal@justwashes.com | justwashes.com

© 2026 Just Services, LLC dba JustWashes