JUSTWASHES

# Terms of Service - Customer Agreement

JUST SERVICES, LLC dba JUSTWASHES

Effective Date: November 27, 2026 | Last Updated: November 27, 2026 | Version 4.6

## 1. ACCEPTANCE OF TERMS

BY CLICKING "I ACCEPT," CREATING AN ACCOUNT, OR OTHERWISE ACCESSING OR USING THE JUSTWASHES PLATFORM, YOU ( "YOU" OR "CUSTOMER") AGREE TO BE LEGALLY BOUND BY THESE TERMS OF SERVICE (THE "AGREEMENT"). IF YOU DO NOT AGREE TO ALL TERMS, YOU MUST NOT ACCESS OR USE THE PLATFORM.

This Agreement is entered into by and between you and Just Services, LLC dba JustWashes ("JustWashes," "we," "us," or "our"), a Georgia limited liability company with its principal place of business at 4062 Peachtree Rd NE, Ste A-510, Atlanta, GA 30319.

You must be at least 18 years of age to use the JustWashes platform. By accepting this Agreement, you represent and warrant that you are at least 18 years old and have the legal capacity to enter into binding contracts.

### 1.1 Consent to Electronic Records and Signatures

The JustWashes Platform operates electronically. By creating an account and accepting this Agreement, you consent to transact with JustWashes electronically and to receive all agreements, disclosures, notices, receipts, and other records (“Records”) in electronic form. Your click or tap of “I Accept” (or your continued use of the Platform) constitutes your electronic signature and has the same legal effect as a handwritten signature.

Hardware and software you need. To access and retain electronic Records, you need a device with internet access, a current web browser or the JustWashes mobile app, a valid email address and mobile phone number, and the ability to view and save documents in PDF or HTML format.

Paper copies. You may request a paper copy of any Record by contacting support@justwashes.com. JustWashes may charge a reasonable fee for paper copies.

Withdrawing consent. You may withdraw your consent to receive Records electronically by contacting JustWashes at support@justwashes.com. Because the Platform operates electronically, withdrawing consent means you can no longer use the Platform, and you will need to cancel your Subscription in accordance with the Subscription Agreement. Withdrawal does not affect the validity of Records provided before withdrawal takes effect.

Keeping your information current. You are responsible for keeping the email address and mobile phone number associated with your account current so that JustWashes can deliver electronic Records to you.

## 2. DEFINITIONS

As used in this Agreement:

© 2026 Just Services, LLC dba JustWashes

- "Platform" means the JustWashes mobile application, website, and all related technology, software, and services operated by Just Services, LLC dba JustWashes.
- "Services" means the standard exterior mobile vehicle wash and any separately purchased, permitted Add-On Services booked through the Platform. The exterior wash uses the low-water method described in the Initial Disclosure Agreement. The scope of available Add-On Services is described on the JustWashes website and in the Platform before purchase; add-ons are not included in a Wash Credit. “Exterior” means the outer body panels, glass, wheels, and other surfaces reachable without opening any part of the vehicle, and does not include the surfaces listed in Section 6.3.
- "Technician" means an independent contractor who has registered on the Platform and is approved to perform wash Services.
- "Subscription" means your recurring, no-commitment membership plan that entitles you to purchase Wash Credits in any quantity you choose, redeemable for exterior wash Services through the Platform.
- "Wash Credit" means a single-use entitlement to one exterior wash for one vehicle, issued in one of three vehicle classes: (a) Sedan Credit, applicable to sedans, coupes, and similar passenger cars; (b) Mid-Size SUV Credit, applicable to mid-size, compact, and two-row sport-utility vehicles and crossovers; or (c) Large SUV/Van/Truck Credit, applicable to full-size and three-row sport-utility vehicles, vans, and pickup trucks. Each credit may only be redeemed for a vehicle that matches the class for which it was purchased. JustWashes reserves the right to define vehicle class categorizations and to make the final determination as to which class applies to a given vehicle.
- "Booking" means a scheduled wash appointment created through the Platform.
- "Service Location" means the physical address at which you request wash Services to be performed.
- "Initial Disclosure Agreement" means the plain-language disclosure and consent presented to you at signup, which describes the wash method, your site setup responsibilities, disposal of wash water on your property, and the Wash Kit, and which supplements this Agreement.
- "Weather Policy" means the JustWashes Weather Policy, which states when JustWashes cancels or reschedules for weather and the credit and safety rules that apply, and which supplements this Agreement.
- "Wash Kit" means the wash supplies kept at your Service Location and used for your washes — typically a wash bucket, towels or rags, and similar items. JustWashes provides your Wash Kit, either at no separate charge or as a prepaid purchase for which JustWashes may charge you. The contents of the Wash Kit, which of the two applies, and the amount of any charge are presented in the Platform at the time of enrollment and may change from time to time.

## 3. PLATFORM USE AND LICENSE

### 3.1 License Grant

Subject to your compliance with this Agreement, JustWashes grants you a limited, non-exclusive, non-transferable, revocable license to access and use the Platform solely for your personal, non-commercial use in connection with scheduling and receiving wash Services.

© 2026 Just Services, LLC dba JustWashes

### 3.2 Restrictions

You agree not to:

- Copy, modify, distribute, sell, or lease any part of the Platform or its content;
- Reverse engineer, disassemble, or attempt to derive the source code of the Platform;
- Use the Platform in any manner that could damage, disable, overburden, or impair its functionality;
- Use the Platform for any unlawful purpose or in violation of any applicable law;
- Attempt to gain unauthorized access to any portion of the Platform or its related systems;
- Allow any third party to access or use your account credentials;
- Harass, threaten, or abuse any Technician, JustWashes employee, or other Platform user.

### 3.3 Account Registration

To use the Platform, you must create an account and provide accurate, complete, and current information. You are responsible for maintaining the confidentiality of your account credentials and for all activity that occurs under your account. You agree to notify JustWashes immediately of any unauthorized use of your account.

## 4. SUBSCRIPTION TERMS AND BILLING

JustWashes Services are provided on a monthly, credit-based Subscription. The terms of your Subscription — the plans and vehicle classes available, per-credit pricing, billing dates and payment authorization, how Wash Credits are issued, used, rolled over, retained after cancellation, and refunded, cancellation and its effect on credits and pending Bookings, price changes, the absence of Customer payment processing surcharges, plan changes, and promotional offers — are set out in the JustWashes Subscription Agreement, which is incorporated into and made part of this Agreement.

This Section states only what is necessary to operate the Platform. It is not a restatement of the Subscription Agreement, and it does not modify it.

- An active Subscription or valid remaining credits under Section 5 of the Subscription Agreement are required to schedule or complete a wash. Unused credits remain usable for one year after Subscription cancellation, and pending washes are not automatically cancelled. Refunds of unused purchased credits are available under Section 10 of the Subscription Agreement.
- Each Wash Credit is redeemable only for a vehicle matching the Vehicle Class for which it was purchased. The Vehicle Classes in effect, and the per-credit price of each, are those presented to you at checkout and displayed in your account settings.
- By providing a payment method you authorize JustWashes to charge the applicable Subscription fees through its third-party payment processor. Payment processing is subject to that processor’s terms, and JustWashes may change processors at any time.
- There is no fixed term, no annual commitment, and no early termination fee.

In the event of any conflict between this Agreement and the Subscription Agreement on subscription, billing, credit, plan-change, or promotional matters, the Subscription Agreement controls.

© 2026 Just Services, LLC dba JustWashes

# 5. BOOKING, CANCELLATION, AND SATISFACTION GUARANTEE

## 5.1 Booking a Wash

Bookings must be made through the Platform. You must have a Wash Kit associated with your account before you can schedule your first wash. Upon confirming a Booking, one Wash Credit will be reserved from your account for the scheduled appointment. Credits are returned to your account if the wash is cancelled in accordance with this Agreement.

## 5.2 Wash Cancellations by Customer

You may cancel or reschedule an individual wash through the Platform at any time. No Customer wash cancellation or rescheduling fee applies, including within twenty-four (24) hours of the scheduled time. Your reserved Wash Credit is returned for rebooking, subject to its otherwise applicable expiration date and the weather-attempt rule in Section 5.4. Please notify us promptly so the Technician can adjust their schedule. This is distinct from cancelling your Subscription, which is governed by Section 6 of the Subscription Agreement. JustWashes does not impose unspecified visit-problem charges; optional Add-On Services require your separate purchase under Section 5.6.

## 5.3 Platform and Technician Cancellations

If JustWashes or a Technician must cancel a confirmed Booking for any reason other than inclement weather or site non-compliance, your Wash Credit will be returned to your account for rebooking. No cancellation fee will be assessed.

## 5.4 Weather Cancellations

The JustWashes Weather Policy states the conditions under which JustWashes cancels or offers to reschedule a wash. It is incorporated into this Agreement and is available in your account and on the JustWashes website. Material changes are communicated under Section 15.1.

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.

If these conditions 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 offer, and cancellation before the Technician travels and makes an on-site attempt. Returned credits keep their otherwise applicable expiration date.

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.

© 2026 Just Services, LLC dba JustWashes

Section 6.5 of the Subscription Agreement controls the Customer credit outcome if these documents differ. Technician pay is governed separately by the Technician Agreement and Weather Policy.

### 5.5 Service Issue Resolution and Satisfaction Guarantee

JustWashes stands behind every wash performed through the Platform. If something goes wrong with a wash — the results are unsatisfactory, the wash was not completed, the Technician did not show, or your vehicle was damaged, or personal property is reported missing or damaged in connection with a service - you may raise the issue with JustWashes and we will work to make it right, as described below.

- Report window. You must report your concern to JustWashes within forty-eight (48) hours of the wash completion timestamp recorded in the Platform or, for a Technician no-show or a wash that was not performed, within forty-eight (48) hours of the scheduled appointment time. Reports submitted after the applicable window are not eligible for the remedies in this Section.
- Documentation. JustWashes may require you to provide photographic or video documentation supporting your claim, and will review the before-and-after photos associated with the Booking.

Upon verification, JustWashes will provide a remedy appropriate to the issue:

- Quality dissatisfaction: a corrective spot clean or a partial or full redo of the wash by the original or an alternate Technician, or return of your Wash Credit for rebooking.
- Incomplete or non-performed wash: return of your Wash Credit and priority rebooking, except for a qualifying weather attempt after you decline JustWashes' reschedule offer under Section 5.4. That attempt uses the reserved credit even if the wash cannot be completed. This exception does not apply to a Technician no-show or a failure unrelated to weather.
- Technician no-show: return of your Wash Credit with no cancellation fee, and priority rebooking.
- Vehicle damage caused by the Technician: where verified physical damage to your vehicle caused by the Technician is established, JustWashes may, in its sole discretion, assist in arranging or funding its repair. Any such assistance is a customer-service accommodation offered voluntarily and without admission of fault or liability; it is subject to verification (including before-and-after photos and any documentation JustWashes requests), creates no entitlement, and does not give rise to any right to demand payment from JustWashes. Technicians are independent contractors and are responsible for damage they cause, as described below.

This Section does not apply to pre-existing vehicle damage; to damage caused by conditions outside the Technician’s control; to the ordinary effects of used wash solution disposed of on your property, which you acknowledge and consent to in the Initial Disclosure Agreement; or to issues reported outside the applicable window. Where JustWashes provides a remedy or coverage under this Section, it does so as a customer-service accommodation, without admitting fault, and reserves all rights to recover from the responsible Technician.

Add-On Service issues reported under this process may be resolved by corrective work or an appropriate partial/full refund of the Add-On Service amount. Do not consume or return a Wash Credit solely to settle an add-on issue; the exterior wash and its credit are handled separately. An uncompleted add-on is not charged; any charge made for an add-on that was not completed will be reviewed and corrected through this process.

© 2026 Just Services, LLC dba JustWashes

### 5.6 Optional Add-On Services

A Technician may offer optional additional services (each, an "Add-On Service"). Available services and their scope are described on the JustWashes website and in the Platform before purchase. Add-On Services are separately purchased and are not included in your Subscription or Wash Credits. The standard credit-based wash is exterior-only. All services are subject to the vehicle access, preparation, safety and personal-property requirements in Section 6.

Where Add-On Services are available for a Booking, the price of each Add-On Service is set by the Technician and shown to you in the Platform before you confirm the add-on. If you choose to purchase an Add-On Service, the applicable amount is charged to your payment method on file upon completion of that Add-On Service; Add-On Services are not paid for with Wash Credits and do not consume a Wash Credit.

An Add-On Service that cannot be safely accessed or completed may be rebooked or omitted without a fee. Only a completed Add-On Service is charged. Its charge is separate from the exterior wash and applies whether the exterior Wash Credit is used under the weather-attempt rule or returned.

Add-On Services are not part of your Subscription, are not included in your per-credit pricing, and are not subject to any subscription price notice or guarantee. Availability, selection, and pricing of Add-On Services may vary by Technician and over time. Add-On Services are covered by the Service Issue Resolution process in Section 5.5. Personal-property reports are also subject to Section 6.6; the exceptions stated there are not waived by the service issue process.

## 6. SERVICE LOCATION REQUIREMENTS

### 6.1 Customer Obligations

To facilitate safe and effective wash Services, you agree to ensure the following conditions are met at your Service Location at the time of each scheduled Booking:

- Access to an exterior water source, as indicated in your account profile notes, so the Technician can fill the wash bucket — typically a bucket or two of water per vehicle;
- Your Wash Kit, clean and accessible to the Technician at the time of the appointment;
- The vehicle to be washed must be positioned on a driveway or other private off-street surface. Washes may not be performed on a public street or roadway;
- Clear and unobstructed access around the vehicle, and guidance to the Technician regarding where to position the vehicle and where the Technician may park;
- A safe, legal, and accessible parking location for the Technician’s vehicle during the wash, within a reasonable distance of the wash site;
- Compliance with all applicable HOA rules, community regulations, or local ordinances governing outdoor vehicle washing at the Service Location.

For interior service the Customer must park the vehicle safely, switch the engine/ignition off and engage the parking brake before service; the Technician must not perform these actions. For a purchased interior add-on, you must remove valuables and loose belongings before service, unlock the vehicle when the Technician arrives, retain all keys and key fobs, position seats in advance, and arrange how the vehicle will be secured after service. Do not leave the vehicle unlocked in advance for an extended unattended period. No occupant or pet may remain inside during interior cleaning.

© 2026 Just Services, LLC dba JustWashes

The Technician must not begin until authorized access and a secure handback/locking plan are established. For exterior-only bookings, the vehicle remains locked under the Technician Agreement. The Technician may open and enter only the passenger compartment needed for the booked interior add-on. The Technician may close those doors and use door-lock controls only with your express authorization, without taking possession of keys or operating other controls. Otherwise, you must lock the vehicle at handback. Technicians must not start, drive, move, relocate, shift, release the parking brake, adjust seats, or operate the ignition, engine or other vehicle controls. Customer requests do not override this prohibition. Missing access or preparation may cause the interior add-on to be omitted or rescheduled without a fee; the exterior wash may still proceed if its separate requirements are met.

### 6.2 Site Non-Compliance

If a Technician arrives and determines in good faith that the requirements in Section 6.1 are not met, including an absent or inaccessible vehicle, no usable water, an unavailable or unclean kit, obstructed or unsafe space, or unsuitable parking, the Technician may decline the wash. Your Wash Credit is returned for rebooking and no site-readiness, wasted-trip, or cancellation fee is charged. The Customer remains responsible for meeting the requirements before the next appointment.

### 6.3 Vehicle Condition and Wash Method

The standard credit-based wash is exterior-only and uses a low-water method supplemented with a specialty solution, with no pre-rinse and no running water applied to the vehicle. A wash typically uses about a bucket or two of water per vehicle. A Wash Credit covers the standard exterior wash. Any additional service must be offered and purchased through the Platform under Section 5.6 and comply with this Section. Engine cleaning and underbody services are prohibited. The wash does not include the inside of a pickup bed or any open cargo area, a trailer or towed equipment, the engine bay, the undercarriage, wheel wells, or door, hood, trunk, or tailgate jambs. The outside of a bed, tailgate, or bed cover is part of the exterior and is washed normally. Passenger doors may be opened solely for a purchased interior add-on under Sections 5.6 and 6.1. Opening a hood, trunk, tailgate or bed cover remains prohibited. Interior access does not authorize vehicle operation or expand the standard exterior wash scope. You further agree that JustWashes is not responsible for pre-existing vehicle damage, including but not limited to chipped paint, cracked glass, loose trim, damaged seals, or other pre-existing conditions that may be affected by the wash process.

### 6.4 Initial Disclosure Agreement; Method, Wash Kit, and Wash Water

As part of signup, you are presented with and must accept the Initial Disclosure Agreement, which describes the wash method and your responsibilities in connection with it, including: (a) that the Technician performs a low-water wash supplemented with a specialty solution, with no pre-rinse and no running water applied to the vehicle; (b) that each wash is performed using your Wash Kit, together with the Technician’s own supplies and equipment; (c) that at the end of each wash the Technician disposes of the used wash water on your property, in the yard or in the location you direct, and leaves your wash bucket and towels/rags at your door; (d) that you are responsible for laundering the towels/rags before your next appointment and keeping the Wash Kit available; and (e) your acknowledgment of, and consent to, the Technician disposing of used wash water on your property, landscaping, or premises. The Initial Disclosure Agreement is incorporated into and made part of this

© 2026 Just Services, LLC dba JustWashes

Agreement. In the event of any conflict between this Agreement and the Initial Disclosure Agreement regarding the wash method, the Wash Kit, or your related responsibilities, the Initial Disclosure Agreement controls.

### 6.5 Heavily Soiled Vehicles

JustWashes is a vehicle maintenance platform. Our Services are designed to keep vehicles in ordinary condition clean on a recurring basis — everyday road film, dust, pollen, light dirt, and similar soiling. Our Services are not a deep-cleaning or detailing service and are not intended for vehicles that are extremely dirty or carrying heavy accumulated debris.

Accordingly, if a Technician arrives and determines in good faith that a vehicle is soiled beyond the scope of a maintenance wash, the Technician may decline to perform the wash on that vehicle.

Conditions that may result in a vehicle being declined include, without limitation:

- Caked, dried, or heavy mud, clay, or dirt, including after off-road driving;
- Heavy sand, salt, gravel, or other road or beach residue;
- Construction, agricultural, or industrial residue such as concrete, paint overspray, or tar;
- Heavy tree sap, animal waste, or organic matter requiring pre-treatment beyond a standard exterior wash;
- Any other accumulation of heavy debris that, in the Technician’s good-faith judgment, falls outside the scope of a maintenance wash.

Where a wash is declined under this Section, your Wash Credit is returned for rebooking and no heavily-soiled-vehicle, wasted-trip, or cancellation fee applies. The Technician retains the right to decline a wash that cannot be performed safely or within the maintenance-wash scope.

To avoid a declined appointment, simply hose your vehicle down beforehand to remove heavy debris or mud. Once the heavy material is off, your JustWashes maintenance wash works exactly as intended.

### 6.6 PERSONAL PROPERTY - REMOVAL ACKNOWLEDGMENT AND LIMITED RELEASE

Before an interior add-on, you must remove all valuables and loose personal belongings from the passenger compartment, including cash, jewelry, electronics, identity and financial documents, keys and key fobs, firearms and other hazardous items. Technicians do not inventory, safeguard, search for, or accept custody of personal belongings. They must not open closed compartments or containers. If an item remains, they may ask you to remove it or skip the affected area; they must not discard, conceal, retain or take it. An inability to clear or safely access an area may cause the add-on to be omitted or rescheduled without a fee.

By expressly confirming the interior add-on at booking or before service, you acknowledge the removal requirement and authorize only the limited access described in Sections 5.6 and 6.1. The Platform will present this acknowledgment and the limited release separately and conspicuously before you confirm the interior add-on. Your acceptance is recorded with the Booking. This does not certify that no loss could occur or determine the facts of a later report.

© 2026 Just Services, LLC dba JustWashes

> **TO THE EXTENT PERMITTED BY APPLICABLE LAW, YOU RELEASE JUSTWASHES AND THE ASSIGNED TECHNICIAN FROM CLAIMS FOR LOSS OF OR DAMAGE TO PERSONAL ITEMS YOU LEAVE IN THE VEHICLE, INCLUDING CLAIMS CAUSED BY THEIR ORDINARY NEGLIGENCE. THIS LIMITED RELEASE DOES NOT APPLY TO THEFT, CONVERSION, INTENTIONAL MISCONDUCT, GROSS NEGLIGENCE, OR LIABILITY THAT CANNOT LAWFULLY BE WAIVED. IT DOES NOT RELEASE CLAIMS FOR PHYSICAL DAMAGE TO THE VEHICLE ITSELF.**

Report missing or damaged property promptly through support@justwashes.com. JustWashes will review available facts and documentation; a report is not automatically rejected merely because an item was left inside. The contractual service issue process in Section 5.5 applies where applicable, but it does not extinguish rights that cannot lawfully be waived. The exceptions and scope limits in this Section control over inconsistent general release, indemnity or liability-limit language elsewhere in this Agreement. Nothing authorizes theft or excuses a Technician's obligation to report and cooperate in investigating an incident.

## 7. ACCEPTABLE USE

### 7.1 Prohibited Conduct

You agree not to engage in any of the following prohibited conduct while using the Platform:

- Harassing, threatening, intimidating, or engaging in abusive conduct toward any Technician, JustWashes employee, or other user;
- Requesting services outside the scope of exterior vehicle washing;
- Providing false information in connection with any Booking, satisfaction claim, or weather cancellation;
- Misusing the Satisfaction Guarantee or cancellation policies;
- Engaging in any conduct that JustWashes, in its sole discretion, deems harmful to the safety, integrity, or reputation of the Platform or its users.

### 7.2 Account Termination for Abuse

JustWashes reserves the right, in its sole and absolute discretion, to suspend or permanently terminate your account and access to the Platform for any violation of this Agreement, including but not limited to abuse of the cancellation policy, Satisfaction Guarantee, or weather cancellation provisions, or any conduct JustWashes deems harmful to the Platform, its Technicians, or other customers. Termination may occur without prior notice.

## 8. PRIVACY AND COMMUNICATIONS

### 8.1 Privacy Policy

Your use of the Platform is governed by JustWashes' Privacy Policy, which is incorporated into this Agreement by reference. The Privacy Policy describes how we collect, use, store, and share your personal information. By using the Platform, you consent to the data practices described in the Privacy Policy.

© 2026 Just Services, LLC dba JustWashes

### 8.2 Transactional Communications

By creating a JustWashes account, you consent to receive transactional communications from JustWashes by email, push notification, and SMS text message. JustWashes may use any or all of these channels, and may add or discontinue a channel without further notice to you.

Transactional communications include but are not limited to: Booking confirmations, Technician dispatch notifications, wash completion notices, satisfaction follow-up messages, billing receipts, and account notices.

### 8.3 SMS Communications

By providing your mobile phone number and creating an account, you expressly consent to receive automated text messages (SMS) from JustWashes at the number provided. JustWashes may, but is not obligated to, send transactional SMS. Transactional SMS messages are sent to facilitate your use of the Platform and are not contingent upon marketing consent. JustWashes does not send marketing text messages. Message and data rates may apply. You may opt out of SMS communications at any time by replying STOP to any text message from JustWashes; we will send a confirmation message and will not send further SMS messages unless you sign up again. You may also update your notification preferences in your account settings. Reply HELP for assistance, or contact support@justwashes.com. Carriers are not liable for delayed or undelivered messages. Message frequency varies based on communication needs. Opting out of SMS may affect your ability to receive time-sensitive Booking and dispatch notifications. The complete JustWashes Messaging Terms and Conditions are set out in Section 7.6 of the Privacy Policy.

### 8.4 Confidentiality

By virtue of using the Platform, the parties may have access to information that is confidential to one another. Each party agrees to disclose only information required for the performance of obligations under this Agreement and to hold such information in confidence. JustWashes will not share your personal information with third parties except as described in the Privacy Policy or as required by law.

## 9. INTELLECTUAL PROPERTY

All content, features, and functionality of the Platform — including but not limited to software, text, graphics, logos, images, and the JustWashes brand — are the exclusive property of Just Services, LLC dba JustWashes or its licensors and are protected by applicable intellectual property laws. You retain ownership of any data you provide to JustWashes. You grant JustWashes a worldwide, non-exclusive, royalty-free license to use your data for the purpose of operating and improving the Platform and Services.

JustWashes may compile anonymized statistical information related to Platform performance and may make such information publicly available, provided it does not identify you personally or disclose your Confidential Information.

## 10. WARRANTIES, DISCLAIMERS, AND LIMITATION OF LIABILITY

### 10.1 Platform Warranty

JustWashes warrants that the Platform will perform in all material respects in accordance with its documentation. If the Platform fails to perform as warranted in any given month, you must provide written notice to JustWashes no later than five (5) business days after the last day of the applicable

© 2026 Just Services, LLC dba JustWashes

month.

### 10.2 Disclaimer of Warranties

EXCEPT AS EXPRESSLY SET FORTH IN SECTION 10.1, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, JUSTWASHES DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. JUSTWASHES DOES NOT GUARANTEE THAT THE PLATFORM WILL BE ERROR-FREE, UNINTERRUPTED, OR FREE FROM SECURITY VULNERABILITIES.

### 10.3 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NEITHER JUSTWASHES NOR ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, OR LICENSORS SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATED TO THIS AGREEMENT OR YOUR USE OF THE PLATFORM OR SERVICES, INCLUDING LOSS OF REVENUE, PROFITS, DATA, OR BUSINESS, REGARDLESS OF WHETHER SUCH DAMAGES WERE FORESEEABLE.

JUSTWASHES' MAXIMUM AGGREGATE LIABILITY TO YOU FOR ANY CLAIM ARISING OUT OF OR RELATED TO THIS AGREEMENT, WHETHER IN CONTRACT, TORT, OR OTHERWISE, SHALL NOT EXCEED THE GREATER OF: (I) THE TOTAL SUBSCRIPTION FEES PAID BY YOU TO JUSTWASHES IN THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM, OR (II) ONE HUNDRED DOLLARS ($100.00). ANY VOLUNTARY ACCOMMODATION JUSTWASHES MAY OFFER UNDER SECTION 5.5 IS NOT AN ADMISSION OF LIABILITY AND DOES NOT EXPAND, WAIVE, OR OTHERWISE AFFECT THIS LIMITATION.

## 11. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless Just Services, LLC dba JustWashes and its subsidiaries, affiliates, officers, directors, employees, agents, successors, and assigns (collectively, "Indemnified Parties") from and against any and all claims, losses, damages, liabilities, settlements, costs, and expenses (including reasonable attorneys' fees) arising out of or related to: (a) your use of the Platform or Services; (b) your breach of this Agreement; (c) your violation of any applicable law or regulation; (d) your violation of any third party's rights; or (e) any conduct or content you submit through the Platform.

JustWashes will promptly notify you of any claim subject to indemnification. You shall have the right to select counsel and control the defense of any such claim, provided that JustWashes may participate in the defense at its own expense. You shall not enter into any settlement that imposes obligations or liability on JustWashes without JustWashes' prior written consent.

## 12. DISPUTE RESOLUTION AND ARBITRATION

### 12.1 Mandatory Binding Arbitration

PLEASE READ THIS SECTION CAREFULLY. IT AFFECTS YOUR LEGAL RIGHTS, INCLUDING YOUR RIGHT TO FILE A LAWSUIT IN COURT.

© 2026 Just Services, LLC dba JustWashes

Any controversy, dispute, or claim arising out of or relating to this Agreement, the Platform, or the Services — including any question as to whether a dispute is subject to arbitration — shall be settled exclusively by binding arbitration administered by the American Arbitration Association ("AAA") in accordance with its Consumer Arbitration Rules, as amended from time to time. The arbitration shall be conducted in DeKalb County, Georgia, or via video/telephone conference as agreed by the parties. There shall be one (1) arbitrator mutually selected by the parties, or appointed by AAA if the parties cannot agree within thirty (30) days. Judgment on the arbitration award may be entered in any court of competent jurisdiction.

### 12.2 Class Action Waiver

YOU AND JUSTWASHES EACH WAIVE THE RIGHT TO A TRIAL BY JURY AND THE RIGHT TO PARTICIPATE AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS ACTION, CLASS ARBITRATION, CONSOLIDATED, OR REPRESENTATIVE PROCEEDING. UNLESS BOTH YOU AND JUSTWASHES AGREE IN WRITING, THE ARBITRATOR MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS AND MAY NOT PRESIDE OVER ANY FORM OF CLASS OR REPRESENTATIVE PROCEEDING. IF THIS CLASS ACTION WAIVER IS FOUND UNENFORCEABLE, THE ENTIRETY OF THIS ARBITRATION SECTION SHALL BE DEEMED VOID.

### 12.3 Governing Law and Venue

This Agreement is governed by and construed in accordance with the laws of the State of Georgia, without regard to its conflict of law rules. For any dispute not subject to arbitration, you irrevocably consent to the exclusive jurisdiction and venue of the state and federal courts located in DeKalb County, Georgia.

### 12.4 Informal Resolution

Before initiating arbitration, you agree to first attempt to resolve any dispute informally by contacting JustWashes at legal@justwashes.com. JustWashes will attempt to resolve the dispute within thirty (30) days. If the dispute is not resolved within thirty days, either party may proceed with arbitration.

## 13. TERM AND TERMINATION

### 13.1 Term

This Agreement commences on the date you accept it and continues until terminated in accordance with its terms.

### 13.2 Termination by JustWashes

JustWashes may suspend or terminate your access to the Platform at any time, with or without cause and with or without notice, effective immediately. Grounds for termination include but are not limited to: violation of this Agreement, abusive conduct toward Technicians or staff, abuse of platform policies, or conduct JustWashes determines to be harmful to the Platform or its users.

Termination does not automatically forfeit legitimately purchased unused credits. Remaining credits and refunds are governed by Sections 5.5 and 10 of the Subscription Agreement; no further service is required where safety or abuse concerns prevent it.

© 2026 Just Services, LLC dba JustWashes

### 13.3 Termination by Customer

You may terminate this Agreement by cancelling your Subscription in accordance with Section 6 of the Subscription Agreement and deleting your account through the Platform settings or by contacting JustWashes support.

### 13.4 Effect of Termination

Upon termination, your license to use the Platform immediately terminates, subject to any limited access permitted to administer remaining credits and refunds under Sections 5.5 and 10 of the Subscription Agreement. JustWashes may retain your data for up to sixty (60) days following termination, after which it may be permanently deleted. JustWashes has no obligation to retain your data beyond this period. Sections 9, 10, 11, 12, and 15 of this Agreement shall survive any termination.

## 14. THIRD-PARTY SERVICES

The Platform may contain links to or integrations with third-party websites, applications, or services, including third-party providers for payment processing and messaging. JustWashes is not responsible for the content, practices, or terms of any third-party services. Your use of third-party services is governed by their respective terms and privacy policies.

Google Maps. The Platform includes Google Maps features and content, including address suggestions when you enter a service address and maps on our service-area pages. Your use of Google Maps features and content is subject to the then-current versions of the Google Maps/Google Earth Additional Terms of Service at https://maps.google.com/help/terms_maps/ and the Google Privacy Policy at https://policies.google.com/privacy.

## 15. GENERAL PROVISIONS

### 15.1 Modifications to Agreement

JustWashes reserves the right to modify this Agreement at any time. We will notify you of material changes via email or in-app notification at least two (2) days before the changes take effect. Your continued use of the Platform after the effective date of any modification constitutes your acceptance of the updated Agreement. No modification applies to a claim that arose before the modification’s effective date, and no modification of Section 12 (Dispute Resolution and Arbitration) applies to a dispute that either party has raised in writing before that date.

### 15.2 No Waiver

Neither party waives any right under this Agreement by failing to insist on strict compliance with any term or by failing to exercise any right hereunder. Any waiver must be in writing signed by the waiving party.

### 15.3 Severability

If any provision of this Agreement is held by a court or arbitrator to be unenforceable, the remaining provisions shall continue in full force and effect. The unenforceable provision shall be modified to the minimum extent necessary to make it enforceable.

© 2026 Just Services, LLC dba JustWashes

### 15.4 Assignment

You may not assign or transfer any rights or obligations under this Agreement without JustWashes' prior written consent. JustWashes may assign this Agreement at any time without notice or consent, including in connection with a merger, acquisition, or sale of assets. Any attempted assignment in violation of this Section is void.

### 15.5 Notices

All legal notices to JustWashes shall be delivered in writing to: Just Services, LLC dba JustWashes, 4062 Peachtree Rd NE, Ste A-510, Atlanta, GA 30319, Attn: Legal Department, or via email to legal@justwashes.com. Notices to you shall be delivered to the email address associated with your account. Notices are effective: (i) upon personal delivery; (ii) three (3) days after mailing by certified mail; or (iii) one (1) day after delivery by recognized overnight courier.

### 15.6 Entire Agreement

This Agreement, together with the JustWashes Privacy Policy, Subscription Agreement, Initial Disclosure Agreement, Weather Policy, and any other agreements or policies incorporated herein by reference, constitutes the entire agreement between you and JustWashes with respect to the subject matter herein and supersedes all prior or contemporaneous agreements, understandings, and representations. No modification of this Agreement is binding unless made in writing and accepted through the Platform or signed by an authorized representative of JustWashes.

### 15.7 Relationship of the Parties

Nothing in this Agreement creates a partnership, joint venture, employment, or agency relationship between you and JustWashes. JustWashes is a technology platform that connects customers with independent contractor Technicians. JustWashes does not employ Technicians and is not responsible for the actions or omissions of any Technician except to the extent expressly provided in this Agreement.

Just Services, LLC dba JustWashes 4062 Peachtree Rd NE, Ste A-510 | Atlanta, GA 30319 legal@justwashes.com | justwashes.com Registered Agent: Registered Agents Inc., 8735 Dunwoody Place, Ste R., Atlanta, GA 30350

© 2026 Just Services, LLC dba JustWashes