

These Grand Wash Subscription Terms and Conditions (the “Terms”) are a binding agreement between you and **Grand Petroleum Inc., doing business as Grand Wash** (“Grand Wash,” “we,” “us,” or “our”). These Terms govern your purchase and use of a recurring Grand Wash car wash subscription (the “Subscription” or “Plan”).

The Subscription is currently offered for use at the participating Grand Wash location at **3210 Buskirk Avenue, Pleasant Hill, California 94523**. Grand Wash may add, remove, or change participating locations as permitted by these Terms and applicable law.

By purchasing a Subscription, selecting the required acceptance checkbox, or using Subscription benefits, you acknowledge that you have read, understood, and agreed to these Terms and the recurring-payment authorization presented at checkout.

1. Agreement and Eligibility

You must be at least 18 years old and legally capable of entering into a binding contract to purchase a Subscription. You agree to provide complete, accurate, and current account, contact, and payment information and to keep that information updated.

A Subscription is intended for personal or household use. It may not be purchased or used for unauthorized resale, commercial redistribution, or operation of an independent car wash, detailing, rental, rideshare-cleaning, fleet-cleaning, or vehicle-washing business.

2. Subscription Plans and Monthly Allowance

Grand Wash may offer multiple wash packages at different recurring prices. The package name, included wash features, recurring monthly price, applicable taxes, and renewal details will be displayed before you complete your purchase.

Each active monthly Subscription includes:

- **Six car wash redemptions during each monthly billing cycle;**
- The wash services included in the specific package selected at enrollment;
- The ability to use available washes on any eligible vehicle; and
- Account access on no more than two authorized devices at one time.

This is not an unlimited-wash plan. Each completed wash redemption reduces the Subscription’s available monthly wash balance by one wash.

3. Use on Any Eligible Vehicle

The six monthly washes may be used on different eligible vehicles. The vehicles do not have to be titled, registered, or insured in the account holder's name.

For example, available washes may be used for the account holder's vehicle, a spouse's vehicle, another household vehicle, a work vehicle, or another eligible vehicle authorized by the account holder.

However:

- The Subscription account, login, or wash redemptions may not be sold, rented, sublicensed, or transferred for value;
- Subscription washes may not be resold or exchanged for money, goods, or services;
- You may not charge another person to use a Subscription wash;
- You may not reproduce, manipulate, duplicate, publicly distribute, or improperly share a barcode, redemption code, screenshot, credential, or other wash authorization; and
- Grand Wash may restrict or terminate an account used for fraud, resale, unauthorized commercial use, or circumvention of account limitations.

Use on different vehicles does not guarantee that every vehicle is physically or operationally suitable for the wash equipment. All vehicles remain subject to posted height, size, safety, equipment, and eligibility restrictions.

4. Monthly Wash Allocation and Expiration

Six washes are made available at the beginning of each successfully paid monthly billing cycle.

Unless Grand Wash expressly states otherwise in writing:

- Unused washes expire at the end of the applicable monthly billing cycle;
 - Unused washes do not roll over into a later billing cycle;
 - Unused or expired washes have no cash value;
 - Washes cannot be exchanged for cash, fuel, merchandise, food, another service, or account credit;
 - A canceled or expired Subscription does not preserve unused washes beyond the end of the paid billing period; and
 - Promotional or complimentary washes may be subject to separate expiration dates and restrictions disclosed when issued.
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5. Account Security and Two-Device Limit

Each Subscription is associated with one Grand Wash customer account. The same username and account may be logged in or authorized on a maximum of **two devices at one time**.

You are responsible for:

- Protecting your username, password, verification codes, and other account credentials;
- All activity occurring through your account and authorized devices;
- Ensuring that anyone using your account complies with these Terms;
- Signing out of or removing devices that you no longer control; and
- Promptly notifying Grand Wash of suspected unauthorized access or use.

Grand Wash may require account or device verification, sign out one or more devices, reset access credentials, temporarily lock the account, or suspend wash access when unusual activity, credential sharing beyond the permitted limit, fraud, duplicated redemptions, or a security threat is detected.

The two-device allowance does not authorize public distribution of login credentials or sale of account access.

6. Automatic Monthly Renewal and Payment Authorization

YOUR SUBSCRIPTION AUTOMATICALLY RENEWS EVERY MONTH UNTIL YOU CANCEL IT OR GRAND WASH TERMINATES IT.

By purchasing a Subscription, you authorize Grand Wash and its payment processors to charge the payment method associated with your account:

- The recurring Subscription price displayed at checkout;
- On a monthly basis, on or about the renewal date shown in your account or purchase confirmation;
- Plus applicable taxes and other charges clearly disclosed before purchase; and
- Until the Subscription is canceled or terminated.

Your initial billing date ordinarily becomes your monthly renewal date. If a month does not contain the original calendar date, renewal may occur on the last available day of that month or another date disclosed by the payment platform.

Your payment method will not be charged for the initial Subscription until you affirmatively accept the recurring Subscription terms and authorize the recurring charge. Promotional SMS consent is separate and is not required to purchase or maintain a Subscription.

7. Pricing, Taxes, and Promotional Offers

The recurring price, taxes, package features, and any promotional terms applicable to your Subscription are the amounts and terms displayed at checkout and in your purchase confirmation.

Grand Wash may offer introductory, discounted, loyalty, or promotional pricing. The offer presented at enrollment will identify, as applicable:

- The promotional price;
- The duration or conditions of the promotional price;
- The regular recurring price that will apply afterward;
- The date or billing cycle when the regular price begins; and
- Any eligibility or redemption restrictions.

Unless an offer expressly states otherwise, the Subscription continues automatically at the recurring rate disclosed at enrollment after the promotional period ends. Grand Wash will provide any advance notice of a promotional-price expiration required by applicable law.

Promotions may be limited to new members, one account, one household, one payment method, one mobile number, or one redemption. Grand Wash may revoke promotional pricing obtained through duplicate accounts, material misrepresentation, or abuse.

8. Billing, Payment Methods, and Failed Payments

You must maintain a valid payment method on your account. You authorize Grand Wash and its payment processors to use updated card information supplied by your card issuer or payment provider and to continue recurring charges using the updated payment method.

If a charge is declined, reversed, disputed, expired, or otherwise unsuccessful, Grand Wash may:

- Retry the payment method;
- Ask you to provide a different payment method;
- Suspend access to unused washes;
- Prevent new wash redemptions;
- Cancel the Subscription; or
- Seek payment of legitimate outstanding amounts as permitted by law.

Grand Wash is not responsible for fees charged by your bank, card issuer, mobile provider, digital-wallet provider, or other financial institution.

9. No Upgrades, Downgrades, or Direct Plan Changes

Grand Wash does not currently permit an active Subscription to be upgraded, downgraded, or directly switched from one wash package to another.

To select a different package, you must:

1. Cancel the current Subscription through the **Manage Subscription** section of the Grand Wash app;
2. Use any remaining washes, if desired, before the current paid billing period ends; and
3. Purchase a new Subscription for the desired package.

The replacement Subscription is a new purchase. It will be charged at the price displayed when you enroll, will begin a new monthly billing cycle and renewal date, and will require a new acceptance of the then-current Subscription Terms and recurring-payment authorization.

Unused washes, pricing, promotions, credits, and benefits from the canceled Subscription do not transfer to the new Subscription. To avoid overlapping Subscriptions and separate charges, wait until the current paid period ends before enrolling in the replacement package.

10. Cancellation

You may cancel your Subscription at any time to stop future automatic renewals.

Cancellation Through the Grand Wash App

To cancel online through the Grand Wash mobile application:

- 1 Log in to your Grand Wash account.
- 2 Select **Manage Subscription**.
- 3 Select **Cancel Subscription**.
- 4 Follow the prompts until the app confirms that your Subscription has been canceled.

An app cancellation is effective when you successfully complete the cancellation process. Complete the cancellation before the next renewal charge is processed to stop the next renewal. Retain the cancellation confirmation for your records.

Customer-Service Cancellation Requests

You may also request cancellation assistance by emailing info@grandmarketandwash.com, mailing a written request, or visiting the participating location.

To guarantee that a customer-service cancellation request is manually processed before the next scheduled renewal charge, the request must be received at least three calendar days before the renewal date. Grand Wash will process later requests as promptly as reasonably possible, but cannot guarantee completion before the next charge if fewer than three calendar days remain.

The three-day manual-processing requirement does not delay or restrict a cancellation successfully completed through the **Manage Subscription** section of the app before renewal.

A manual cancellation request should include enough information to identify the account, such as the account holder's name, email address, mobile number, and Subscription or transaction information.

Deleting the app, removing a payment method, disputing a charge, or opting out of marketing messages does not cancel the Subscription. You must complete the app cancellation process or submit a valid cancellation request.

11. Effect of Cancellation

Cancellation stops future automatic renewals. Unless otherwise stated in your cancellation confirmation:

- The Subscription remains active through the end of the current paid billing period;
 - Remaining washes may be used until that billing period expires;
 - Cancellation does not create a new set of washes or extend the billing period;
 - Unused washes expire at the end of the paid billing period and do not roll over;
 - The Grand Wash customer account may remain available after the paid Subscription ends; and
 - Canceling promotional email or SMS messages does not cancel the paid Subscription, and canceling the Subscription does not automatically withdraw a separate marketing consent.
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12. No Refunds

ALL SUBSCRIPTION PAYMENTS ARE FINAL AND NONREFUNDABLE, EXCEPT WHERE A REFUND IS REQUIRED BY APPLICABLE LAW.

Grand Wash does not provide refunds, prorated refunds, partial-month refunds, or credits for:

- Unused or partially used billing periods;
- Unused or expired washes;
- Failure to use the Subscription;
- Forgetting to cancel or failing to complete cancellation before renewal;
- Cancellation after a renewal charge has been processed;
- Loss of access to an authorized device or account caused by the customer;
- Credential sharing, misuse, or unauthorized use by a person given access by the account holder;
- Customer scheduling conflicts;
- Temporary closures, maintenance, weather, equipment service, utility interruption, or operational downtime;
- A vehicle being ineligible or unsafe for the wash; or
- Failure to follow posted instructions or these Terms.

Grand Wash may, in its sole discretion and without creating an ongoing obligation, provide a courtesy wash, credit, extension, refund, or other accommodation. A discretionary accommodation in one situation does not require the same accommodation in another.

Nothing in this Section limits any refund, cancellation, or consumer right that cannot legally be waived.

13. Service Availability and Temporary Closures

Grand Wash does not guarantee uninterrupted access to the wash at every hour or on every day. Availability may be affected by:

- Preventive maintenance, inspection, repair, or equipment replacement;
- Mechanical, electrical, software, network, or payment-system failure;
- Chemical, water, fuel, or supply interruption;
- Severe weather, unsafe conditions, or utility outage;
- Construction, upgrades, staffing limitations, or holidays;
- Government orders, emergencies, or public-safety concerns; or
- Events beyond Grand Wash's reasonable control.

A temporary closure or interruption does not automatically extend the billing period or create a right to a refund. Grand Wash may provide an accommodation when it determines that circumstances warrant one or when required by law.

14. Vehicle Eligibility and Customer Responsibilities

The driver is responsible for determining whether a vehicle is suitable for the wash and for following all posted signs, equipment limits, safety instructions, and employee directions.

Before entering the wash, the driver must, as applicable:

- Close all windows, doors, trunks, hatches, sunroofs, and fuel doors;
- Secure or remove loose exterior and interior items;
- Retract or remove antennas when possible;
- Turn off automatic windshield wipers;
- Secure or remove roof racks, bike racks, cargo, covers, spoilers, and accessories;
- Ensure mirrors, trim, molding, and accessories are securely attached;
- Confirm that the vehicle does not leak fluids or present a safety hazard;
- Confirm that the vehicle fits within posted dimensions and equipment limits; and
- Follow all instructions displayed or provided at the wash.

Grand Wash may refuse service to a vehicle that appears unsafe, oversized, excessively dirty, improperly maintained, loaded with unsecured materials, leaking fluids, or likely to damage the equipment, property, or another vehicle. Trailers, motorcycles, certain oversized vehicles, vehicles with open or unsecured cargo, and vehicles with incompatible aftermarket modifications may be refused.

15. Nature and Results of Touchless Washing

Grand Wash provides an automated touchless wash process. Results vary based on the vehicle's condition, shape, finish, contamination level, prior maintenance, coatings, repairs, and design.

Grand Wash does not guarantee removal of every form of mud, road film, bugs, tree sap, tar, paint overspray, mineral deposits, industrial fallout, oxidation, brake dust, embedded contamination, or other difficult substance.

A touchless wash is not detailing, paint correction, restoration, hand washing, mechanical repair, or a guarantee against existing or future paint, clear-coat, body, trim, seal, glass, or finish deterioration.

16. Preexisting Conditions and Vehicle Damage

To the fullest extent permitted by law, Grand Wash is not responsible for loss or damage caused by or relating to:

- Preexisting damage, wear, deterioration, corrosion, or weakened materials;
- Loose, cracked, worn, damaged, improperly installed, or improperly secured parts;
- Aftermarket or non-factory accessories or modifications;
- Antennas, mirrors, molding, emblems, trim, spoilers, racks, covers, decals, or decorative items;
- Cracked, chipped, weakened, repaired, or improperly installed glass;
- Defective seals, weatherstripping, windows, doors, roofs, trunks, hatches, or fuel doors;
- Water intrusion through an opening, defect, or improperly sealed component;
- Automatic wipers left activated;
- Mechanical, electrical, software, sensor, camera, or manufacturer defects;
- Improper repairs, repainting, wraps, coatings, or modifications;
- Unsecured personal property or cargo;
- Failure to follow posted or employee instructions; or
- A vehicle that is unsuitable for automated washing.

Nothing in these Terms excludes or limits liability for gross negligence, willful misconduct, fraud, or any other liability that cannot legally be excluded or limited.

17. Reporting an Incident

A customer who believes the wash caused vehicle damage should notify an on-site attendant or manager before leaving the property whenever reasonably possible. If immediate reporting is not possible, contact Grand Wash promptly. Delayed reporting may affect Grand Wash's ability to inspect the vehicle, preserve evidence, and investigate the incident.

You may be asked to provide:

- The date and approximate time of the wash;
- The account and wash transaction information;
- The vehicle's year, make, model, and license plate;
- Photographs or video of the claimed damage;
- Evidence of the vehicle's prior condition when available; and
- Repair estimates or other documentation reasonably needed to investigate.

Grand Wash may review transaction records, equipment records, photographs, video footage, maintenance records, employee observations, and other available evidence. Accepting an incident report is not an admission that Grand Wash caused or is legally responsible for the claimed damage.

18. Prohibited Conduct

You may not:

- Resell or commercially distribute washes or account access;
- Duplicate, manipulate, copy, or improperly share wash codes or credentials;
- Use screenshots, automation, unauthorized software, or technical workarounds to obtain extra washes;
- Create multiple accounts to improperly obtain promotional pricing or benefits;
- Provide false account, vehicle, payment, or identity information;
- Interfere with the app, payment platform, kiosk, network, or wash equipment;
- Maintain access on more than two authorized devices at one time;
- Threaten, harass, abuse, or endanger employees, contractors, or customers;
- Enter restricted areas or disregard safety instructions; or
- Use the Subscription or services for an unlawful purpose.

Grand Wash may investigate suspected misuse and may temporarily suspend account or wash access while an investigation is pending.

19. Suspension or Termination by Grand Wash

Grand Wash may suspend, restrict, or terminate an account or Subscription for:

- Nonpayment or an unsuccessful recurring charge;
- Fraud, suspected fraud, or misuse;
- A charge reversal or chargeback involving a legitimate Subscription payment;
- Resale of washes or account access;
- Credential, barcode, redemption, or device abuse;
- Safety violations, damage to property, or interference with operations;
- Harassment, threats, or abusive conduct;
- A material violation of these Terms; or
- Another lawful business, security, or safety reason.

Except where required by law, termination for fraud, nonpayment, misconduct, unsafe conduct, or misuse does not entitle the member to a refund or credit.

If Grand Wash terminates a fully paid Subscription without cause before the end of the paid billing period, Grand Wash will provide any remedy required by applicable law and may provide an appropriate prorated accommodation.

20. Changes to Plans, Prices, Services, or Terms

Grand Wash may change available packages, package names, wash features, operating procedures, participating locations, recurring prices, or these Terms.

Grand Wash will provide clear advance notice of a material change or recurring-price change when required by applicable law. A price-change notice will state the new recurring fee, the effective date, and how to cancel.

If you do not agree with a future change, you may cancel before the change takes effect. Continued use after a properly disclosed change takes effect constitutes acceptance only to the extent permitted by law.

21. Electronic Communications, Confirmations, and Reminders

You consent to receive Subscription agreements, receipts, recurring-billing disclosures, renewal information, annual reminders, price-change notices, promotion-expiration notices, account alerts, failed-payment notices, cancellation confirmations, and other service-related communications electronically.

Communications may be delivered by email, through the Grand Wash app, through a customer-account portal, by text message where legally permitted, or through the website.

You are responsible for maintaining a current email address and mobile number. You may retain these Terms by printing or saving this page.

22. Promotional SMS Communications

Acceptance of these Subscription Terms does not automatically enroll you in promotional SMS marketing. Promotional text-message consent is separate, optional, and is not a condition of purchasing or maintaining a Subscription.

Customers who separately opt in to promotional text messages may withdraw that consent as described in the Grand Wash SMS Terms & Conditions, including by replying STOP where available.

Review the separate **Grand Wash SMS Terms & Conditions**.

23. Privacy

Grand Wash's collection, use, storage, and disclosure of personal information are governed by the separate **Grand Wash Privacy Policy**.

The Privacy Policy is incorporated into these Terms by reference, but it is not a substitute for these Subscription Terms.

24. Disclaimer of Warranties

TO THE FULLEST EXTENT PERMITTED BY LAW, THE SUBSCRIPTION, MOBILE APPLICATION, ACCOUNT FUNCTIONS, PAYMENT FUNCTIONS, AND CAR WASH SERVICES ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS.

Grand Wash does not warrant that the services will always be available, uninterrupted, error-free, secure, suitable for every vehicle, or capable of producing a particular cosmetic result.

This disclaimer does not limit any warranty or consumer right that cannot legally be disclaimed.

25. Limitation of Liability

To the fullest extent permitted by law, Grand Wash and its owners, officers, employees, agents, affiliates, contractors, technology providers, and service providers will not be liable for indirect, incidental, special, exemplary, punitive, or consequential damages, including loss of use, lost profits, lost business, transportation expenses, rental-vehicle expenses, or loss of data arising from or related to the Subscription, app, account, payment process, or wash services.

Any responsibility for proven direct physical damage caused by Grand Wash will be limited to the reasonable cost of repairing or replacing the directly affected property, subject to applicable law, supporting evidence, depreciation where legally appropriate, and the facts of the claim.

Nothing in these Terms limits liability that cannot lawfully be limited, including liability for gross negligence, willful misconduct, fraud, or violation of law.

26. Indemnification for Misuse

To the fullest extent permitted by law, you agree to reimburse and hold Grand Wash, its owners, employees, agents, affiliates, and service providers harmless from third-party claims, losses, liabilities, or reasonable expenses arising from:

- Your unlawful or unauthorized use of the Subscription;
- Your resale or commercial distribution of washes or credentials;
- Your intentional damage to equipment or property;
- Your material violation of these Terms; or
- The conduct of another person using your account with your permission.

This Section does not require you to indemnify Grand Wash for Grand Wash's own negligence, gross negligence, willful misconduct, fraud, or violation of law.

27. Governing Law and California Consumer Notice

These Terms are governed by the laws of the State of California, without regard to conflict-of-law principles, except where federal law applies.

Any court proceeding permitted under these Terms shall be brought in a court with lawful jurisdiction over the dispute. Nothing in these Terms deprives a consumer of a protection or remedy that cannot legally be waived.

California consumers may contact the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs in writing at 1625 North Market Boulevard, Suite N 112, Sacramento, California 95834, or by telephone at (800) 952-5210.

28. Severability, No Waiver, and Assignment

Severability

If any provision of these Terms is determined to be invalid, unlawful, or unenforceable, that provision will be enforced to the maximum extent permitted or severed, and the remaining provisions will remain in effect.

No Waiver

Grand Wash's failure to enforce a provision on one occasion does not waive its right to enforce that provision or another provision later. A courtesy adjustment, refund, wash credit, or exception does not permanently modify these Terms or create a right to receive the same adjustment in the future.

Assignment

You may not assign or transfer your Subscription account or rights under these Terms without Grand Wash's written consent. Grand Wash may assign these Terms or the Subscription program in connection with a sale, transfer, reorganization, merger, change of control, or transfer of the applicable business or location, subject to applicable law.

29. Entire Agreement

These Terms, the checkout disclosures, the selected Plan details, the recurring-payment authorization, the Privacy Policy, and any applicable written promotional terms constitute the agreement governing the Subscription.

The separate SMS Terms & Conditions govern optional promotional text messaging.

30. Contact Information

Grand Petroleum Inc. d/b/a Grand Wash
3210 Buskirk Avenue
Pleasant Hill, California 94523

Email: info@grandmarketandwash.com

Website: www.grandmarketandwash.com