# SUDSY DUCK CAR WASH

*Terms & Conditions*

*Effective Date: 10/30/2026*

## 1. Website and Intellectual Property

Website materials are owned by Sudsy Duck Car Wash or its licensors and are protected by applicable intellectual property laws. Materials may be viewed for personal, noncommercial use. Unauthorized copying, redistribution, modification, commercial use, or removal of proprietary notices is prohibited to the extent permitted by law.

## 2. Car Wash Services

Sudsy Duck Car Wash provides vehicle wash services and memberships subject to posted hours, equipment availability, weather, maintenance, safety requirements, and temporary closures. Follow all posted and employee-provided safety instructions. Service may be refused where a vehicle or its accessories cannot safely be accommodated by the equipment.

## 3. Membership Enrollment and Recurring Billing

Memberships are offered on a per-vehicle basis under the plan, price, taxes, billing interval, and other material terms presented at enrollment. By selecting a recurring membership and affirmatively accepting its billing terms, you authorize recurring charges to your designated payment method until you cancel. The total recurring charge, any introductory price and its expiration, renewal frequency, and cancellation instructions will be disclosed before purchase. A confirmation of enrollment and its material terms will be provided. Monthly charges generally recur on the enrollment day; enrollments on the 29th, 30th, or 31st may instead recur on the 28th of each month, as disclosed at checkout.

## 4. Monthly Membership Cancellation

You may cancel a monthly membership by emailing whiteduck@vioc.net or by visiting the car wash. Where memberships are sold online, an accessible online cancellation method will also be provided. Cancellation will prevent future renewal charges when submitted before the next renewal is processed. We will confirm cancellation and its effective date. Unless required by law or otherwise stated at purchase, cancellation does not provide a prorated refund for an already-paid membership period, and service remains available through the end of that period. No minimum enrollment period applies to monthly plans unless separately and clearly disclosed and lawfully agreed to at checkout.

## 5. Annual Memberships

If an annual membership is offered, its checkout disclosure and enrollment confirmation will specify whether the full annual price is paid in advance or collected in installments, the length of the commitment, renewal terms, and any lawful early termination charge. Annual renewal will occur only on the terms expressly accepted at enrollment, with any legally required advance reminders. Customers may prevent the next renewal using the cancellation methods above. No early termination fee will be imposed unless its amount, trigger, and conditions were expressly disclosed and accepted at enrollment and are permitted by applicable law.

## 6. Registered Vehicles and Program Use

Each membership covers one registered, eligible personal-use vehicle and may be verified using its license plate, RFID tag, or another disclosed identifier. Memberships may not be shared across multiple vehicles. Commercial, fleet, taxi, or limousine use is excluded unless expressly permitted under a

separate plan. We may investigate suspected misuse and suspend or terminate access for material violations after appropriate notice where practicable. Any additional charge for misuse must be lawful and disclosed in advance; we do not impose automatic penalties or retroactive wash charges absent a separately enforceable agreement.

## 7. Vehicle Changes

For annual memberships, up to two approved transfers to another eligible vehicle are permitted per membership year without charge. Further approved transfers may incur a $10 fee if disclosed before the transfer. Request a transfer at whiteduck@vioc.net or in person. A transfer takes effect after confirmation and registration of the replacement vehicle.

## 8. Payment Failures and Price Changes

If a recurring payment is declined, we may retry the authorized payment method and suspend membership access until payment is resolved. We will not charge undisclosed late fees. We may change renewal prices after at least 30 days' advance notice, or longer where required by law, stating the new price, effective date, and how to cancel before it takes effect. Price changes will not override an existing fixed-price commitment without any required consent.

## 9. Closures, Program Changes, and Refunds

Brief closures due to weather, maintenance, equipment downtime, or safety concerns generally do not extend a membership. For prolonged closures, permanent discontinuation, or material reduction of service, we will provide any credit, extension, refund, or other remedy required by applicable law. We may modify or discontinue plans prospectively with appropriate notice, subject to existing contractual commitments and applicable law.

## 10. Vehicle Safety and Damage Claims

Before entering, remove or secure loose accessories and follow all posted clearance, tire, roof-rack, antenna, trailer-hitch, and equipment instructions. Do not enter if your vehicle exceeds posted limits or has loose, damaged, or incompatible parts. Notify an employee promptly of a suspected wash-related incident and provide reasonable information to support review. Nothing in these Terms excludes liability for our negligence, willful misconduct, or any other liability that cannot lawfully be waived. Specific vehicle exclusions must be displayed at the site and incorporated only after equipment and legal review.

## 11. Text Messages and Email

Sudsy Duck Car Wash Alerts may send account or service texts as permitted by law and promotional texts only with legally required consent. Marketing text consent is optional and not a condition of purchase. Message frequency varies; message and data rates may apply. Reply STOP to opt out or HELP for assistance. Wireless carriers are not responsible for delayed or undelivered messages. Contact whiteduck@vioc.net for assistance. Mobile opt-in information and SMS consent are not shared with third parties or affiliates for their own promotional marketing.

## 12. Website, Third-Party Links, and Liability

Website content and availability are provided on an "as available" basis to the extent permitted by law. Third-party websites are governed by their own terms and privacy practices. Nothing in these Terms waives statutory consumer protections or limits remedies that cannot legally be restricted.

## 13. Changes to These Terms

We may update these Terms prospectively. Material changes affecting existing memberships will be communicated, and consent obtained, where required by law. The version applicable to a transaction or membership is subject to the terms accepted at enrollment and applicable law.

## 14. Contact

Sudsy Duck Car Wash | whiteduck@vioc.net. For postal notices and the identity of the contracting entity, see the business information presented at the point of sale.