



Car Wash Terms & Conditions of Entry

By entering our facility, you agree to be bound by these terms & conditions.

IF YOU DON'T ACCEPT OUR TERMS AND CONDITIONS, PLEASE LEAVE OUR FACILITY PRIOR TO YOUR WASH COMMENCING.

By entering our facility, you accept that your vehicle is fit for purpose and acknowledge that 57 Wash will not be held responsible for anything that is dislodged, broken or misplaced, inside or outside any vehicle, which has been caused by our normal washing process. This includes but is not limited to the following:

- Pre-existing damage whatsoever
- Aerials (including aerials that cannot be completely removed or cannot completely retract),
- Damage to Wipers (Front or Rear)
- Loose or faulty interior trims, buttons, knobs etc
- Number Plates or Number Plate Covers
- Windscreen adhered accessories (E-tags, sat-nav aids, mirrors etc...)
- Any Items left in a Vehicle
- Open windows and sunroofs or faulty seals
- Cracked or chipped windows including damage to tint
- Oxidised, chipped, blistered or flaked paintwork
- Any modified or aftermarket internal or external accessories
- Automatic door locks including auto lock vehicles, kill switches or alarms
- Bonnet/windshield (front & rear)/headlight protectors, mudflaps, side skirts, Roof Racks or bumpers

- Faulty ignitions, flat or damaged batteries, alarm keys, mechanical faults or keys.
- Vehicle graphics and Wraps
- Scratches or marks to rims, bull bars or roll bars
- Damage caused to vehicles due to your vehicle stopping, braking or turning manually or automatically inside the wash tunnel.

The customer accepts full responsibility for any damages or loss incurred to their vehicle whatsoever. 57 Wash appreciate your acknowledgement and acceptance of the above Terms & Conditions prior to entering our car wash facilities. We welcome your feedback and suggestions so please visit our website: 57wash.com.au

UNLIMITED WASH CLUB (UWC)- TERMS AND CONDITIONS

General:

- The Unlimited Wash Club Membership is for one registered vehicle only.
- Membership is valid for Tunnel (Soft Wash) & Combi (Touch Free Only).The Tunnel is restricted to business hours only.
- Membership is not valid for vehicles not able to fit on the conveyor or in the Combi.
- If you would like to cancel your membership, login into your online account and cancel at any time prior to the end of your membership. No refunds or credits will be given for partial periods.
- Membership is for personal use only, taxis, limos, rideshare and any other passenger service vehicles are prohibited to join the Unlimited Wash Club. The Unlimited Wash Club membership allows an unlimited number of the included services for a specified, registered vehicle for each month (Limited to 1 wash per day).
- Unlimited Wash Club is not permitted to be used in conjunction with any other discounts, promotions or special offers.
- Heavily soiled vehicles may incur a surcharge.
- 57 Wash reserves the right to close stores or shorten hours of operation due to business needs or inclement weather conditions at its sole discretion. In the event pricing or terms and conditions change, the new information will be posted on our website and at our carwash sites. Price changes will take immediate effect for new customers and will be applied after 30 days' notice to existing customers.
- You will be bound to the 57 Wash Terms and Conditions of Entry as well as all the conditions listed.

Cleaning of UWC Vehicles:

- 57 Wash's Unlimited Wash Club is NOT a detailing service.
- Add-Ons can only be purchased in store and can only be used once.
- Unlimited Wash Club customers are NOT to leave a vehicle in 57 Wash areas and car parks for more than 30 minutes after the vehicle has been finished. Cancellation of membership may occur.

Payment for UWC Vehicles:

- Unlimited Wash Club fees are automatically billed to your credit or debit card according to your agreed frequency in advance and continue thereafter until such time until such time as the agreement is terminated by you or 57 Wash Pty Ltd.
- There are no hidden cancellation charges or long-term commitment contracts.
- If we are unable to charge a credit/debit card for any reason, the customer's membership will be deactivated. Unlimited Wash Club members must login into their online account and renew if 24hrs has passed since the account has become deactivated. To cancel membership, customer must login into their online account.
- No refund or credit is given for any unused portion.

Transfer of Rego or Vehicle:

57 Wash will transfer your membership to a new rego or change vehicle, for a \$5.00 Administration Charge, if BOTH the following conditions are met: a. No changes to the account have been made in the last 8 weeks. b. The service has been used less than 2 times (twice) in the current membership payment period.

57 Wash will transfer your membership to a new rego or change vehicle for 50% of the total monthly value if: a. The service has been used 2-4 times in the current membership payment period b. 57 Wash will transfer your membership to a new rego or change vehicles for full cost of the total monthly value if you have used the service more than 4 times in the current membership period.

57 Wash 48hr Satisfaction Guarantee

If there is a probable and/or clear evidence to suggest you have not received or we have under delivered any part of the wash service which was included in your paid service, we will happily rectify that specific area of the vehicle free of charge within 48hrs unless alternative arrangements have been made directly with our management team.

Promotions and Discounts

- Only one promotion or discount can be used per Visit.

- A promotion or discount cannot be used: a. after payment has been made; or b. in conjunction with any other offer or discount. c. With the 57 Wash Unlimited Wash Club
- Promotions or discounts are a. non-transferable, not for resale, and not redeemable for cash; and b. good only for the specific Service featured per individual discount or promotion.
- If requested, the customer must provide proof/evidence that a discount is valid, or they are eligible for a discount.
- 57 Wash reserves the right to withdraw, amend or cancel a discount offer or promotion at any time.

GIFT CARDS and PREPAID CARDS TERMS AND CONDITIONS

- “Gift Card or Prepaid Card” means an electronic or physical card that has prepaid currency loaded onto it to be spent on 57 Wash Services in accordance with these terms and conditions.
- The value of the gift card includes GST.
- Not redeemable for cash and cannot be used to purchase other gift cards or other tender. Cannot be exchanged. Cannot be used with 57 Wash Unlimited Wash Club
- Gift cards will expire 12 months from the date of issue, unless expressly stated otherwise.
- If purchase exceeds the gift card amount, the balance must be paid by other available payment options.
- Must be redeemed within the validity period.
- Physical gift cards must be surrendered upon redemption in full.
- Expired gift cards are not redeemable and gift card amounts will not be refunded or credited when expired.
- We reserve the right to cancel any gift card for any reason at any time without notice. In such instances we will elect to provide a refund or a replacement gift card.
- Gift cards are treated like cash. Defaced, mutilated, altered, lost or stolen vouchers will not be replaced, refunded, or redeemed.
- 57 Wash does not accept any responsibility for lost gift cards.
- 57 Wash reserves the right to adjust Gift Card Values that have resulted from operator error, computer error and/or fraud or any other reason beyond the control of 57 Wash.
- 57 Wash reserves the right to verify the identity of the bearer and to change the terms of use at

any time without notice.

Delivery Policy

- After payment has been made an email confirmation will be sent to you via the email you entered into the form when making your purchase.
- Delivery of goods will take up to 14 working days from purchase when delivery is being made to a metro area. Rural areas may experience a longer delivery time of goods.
- When purchasing an UWC online, you will have access to your login via the purchase confirmation email. You will be able to login to your account as soon as a payment has been made and cleared. This is usually instantly.