

# **CAR WASH APP FAQ'S**

## **Unlimited Subscriptions**

Q: How do I activate a wash with my Unlimited Subscription?

A: To activate a wash, tap "Wash My Car" in the app when you are at a North Central Co-op car wash location. You'll receive a code to enter on the car wash terminal's keypad.

Q: How many washes am I allowed per day with the Unlimited Subscription?

A: You can use up to 2 washes per day with the Unlimited Subscription.

Q: Do my unused daily washes carry over to the next day?

A: Unused washes do not carry over to the next day.

Q: How can I cancel my Unlimited Subscription?

A: You can cancel your subscription under the Codes tab of your app. Tap "Subscriptions" in the top right corner then select "Cancel". Your subscription will remain active until the end of the billing period.

Q: Can I earn rewards points from the Unlimited Subscription program?

A: Rewards points are not earned through the Unlimited Subscription program. Points are only earned on single-sale wash purchases.

Q: What is the billing period for Unlimited Subscription?

A: Your credit card will be charged at the time of purchase and subsequently on the renewal date, which is exactly 30 days from the time of the previous purchase.

## **Limited Subscriptions**

Q: How do I activate a wash with my Limited Subscription?

A: Tap "Wash My Car" in the app when you are at a North Central Co-op car wash location to receive a code for entry on the car wash terminal's keypad.

Q: How many washes am I allowed per month with the Limited Subscription?

A: You're able to use up to four washes per monthly billing cycle with the Limited Subscription.

Q: Do my unused monthly washes carry over to the next month?

A: Unused washes do not carry over to the following month.

Q: How can I purchase a single wash if I've used all my Limited Subscription washes?

A: You can purchase a single wash at any time under the Search tab by selecting the closest location and choosing "Buy Wash" on your preferred offering.

Q: Can I earn rewards points from the Limited Subscription program?

A: Rewards points are only earned on single-sale wash purchases, not through the Limited Subscription program.

Q: What is the billing period for the Limited Subscription?

A: The subscription will charge your credit card at the time of purchase and subsequently on the renewal date, which occurs exactly 30 days from the initial purchase.

#### Single Wash Package

Q: How can I purchase a single wash through the app?

A: You can buy a single wash at any time by going to the Search tab, selecting the closest location, and clicking "Buy Wash" on your preferred offering.

Q: Do single wash purchases earn rewards points?

A: Yes, single wash purchases earn rewards points. Buy 5 washes and get 1 free through the Points program.

These FAQs should help address common queries regarding the app's subscription models and single wash purchases.