



UNLIMITED WASH program

FREQUENTLY ASKED QUESTIONS

When will my credit card be **BILLED?**

The full monthly rate of your Unlimited Wash Program has been billed today to the credit card provided. **Today's date sets your monthly renewal date. The next automatic payment will occur on this renewal date on the same credit card provided at initial setup.** The full monthly payment of your Unlimited Wash Program has been billed to the credit card provided. Today's date sets your monthly renewal date. The next automatic payment will occur on this renewal date on the same credit card provided at initial setup, with the following exceptions:

- If purchased on the 29th or 30th of any month, your payment date will automatically become the 1st of the month beginning in March (due to February having only 28 days).
- If purchased on the 31st of the month, your payment date will automatically become the 1st of the month following the first month with only 30 days (i.e. purchased August 31st, next payment will be October 1st).

If your payment changes to the 1st of the month due to one of these scenarios, your payment will remain the 1st of the month from then on.



The **WASH SITE** can help you with

- Issuing new stickers (sticker will be applied on vehicle at time of purchase)
- Reactivating sticker
- Enhancing wash type for all future washes (Protex/Premier/tire gloss/Rain-X)
- One time enhanced wash/tire gloss/Rain-X
- Changing credit card

HEADQUARTERS can help you with

- Canceling membership
- Changing membership to Protex or Prime Shine wash

I want to **CANCEL** my membership.

Customers must contact Prime Shine Headquarters to cancel an Unlimited Wash Program. No partial refunds will be given. Current membership will be cancelled at monthly renewal date. **Please allow 5 business days prior to your monthly renewal date to contact Prime Shine Headquarters in order to ensure timeliness of cancellation.**

I want to **TRANSFER** my program to another vehicle.

Whether you got a new car or just want to transfer your program to a different vehicle, you will need to cancel the original program and obtain a new sticker for the vehicle being added to the program.

To cancel the original program, you must contact Prime Shine Headquarters and provide the original membership number.

To begin the membership for a new vehicle, take the vehicle to any Prime Shine wash location, provide the credit card to be charged and new barcode sticker will be placed in your doorjamb.

I want to **CHANGE** my Unlimited Wash Program wash type.

If you wish to change the wash type received to Protex or Prime Shine for all future washes on your Unlimited Wash Program, please contact Prime Shine Headquarters.

If you wish to enhance the wash type received to Protex or Premier for all future washes on your Unlimited Wash Program, inform the wash attendant at the site of the desired program enhancement.

A credit card must be provided at the time of any Unlimited Wash Program change. You will receive a pro-rated credit towards the enhanced wash program and your credit card will be charged the difference (if owed). Changing your Unlimited Wash Program wash type will also change your monthly (reoccurring payment) date to the day the changes are made.

I want to purchase an **ENHANCED WASH TODAY** only.

If you are on the PRIME SHINE Unlimited Wash Program and would like to enhance your wash today (ie: add PREMIER), simply inform the wash attendant of the desired wash and you will pay the incremental wash difference based on your program.

Premier
Maximum Shine,
Protection, and Savings

PROTEX
Maximum Shine & Protection

featuring **THE SHIELD** paint guard and Carnauba wax

I want to **RECEIVE RECEIPTS** for my Unlimited Wash Program.

A receipt is only generated for the initial transaction to begin the Unlimited Wash Program. Like many other monthly subscriptions (i.e. gym memberships), subsequent receipts are not generated for the Unlimited Wash Program. If a receipt is required, we suggest our six month prepaid, non-renewing program which generates a receipt with each activation.

In the case you absolutely must obtain a monthly receipt, we recommend using a copy of your bank statement that lists your Unlimited Wash Program charge.

I have a **NEW CREDIT CARD** that I would like to use for my current Unlimited Wash Program.

If you received a new credit card, you can provide the new credit card information to the wash attendant at any of our locations at the time of your next wash. Your program will be automatically de-activated if a valid credit card is not provided.

I have **INSUFFICIENT FUNDS** on my credit card or my credit card is no longer valid.

If you have a credit card that is not able to auto-renew for any reason (i.e.: lost or stolen, expired, etc.), you will be required to provide an alternative credit card to assign to your auto-renewal program. If no additional credit card is available, you will be required to pay for today's desired wash with cash. **Cash cannot be used as a means of payment for the Unlimited Wash Program.**

Note: Prime Shine prides itself with its outstanding lack of downtime, however there may be unforeseen closures due to weather, mechanical issues, etc. Under no circumstance will wash credit be provided.



ENJOY YOUR UNLIMITED WASH PROGRAM YEAR ROUND:

WINTER

- The icy mountain roads have salt on them and can rust your vehicle's undercarriage. Prevent this deterioration to your vehicle by washing at Prime Shine regularly, where every wash comes standard with an **Undercarriage Spray**.
- Airborne contaminants including corrosive particles carried by raindrops or snowfall can ruin your paint's finish. Protect your vehicle's paint by enhancing to our Protex or Premier washes, which include **THE SHIELD Paint Guard**.
- Rain, sleet, snow and ice can severely decrease visibility through your windshield. Add **Rain-X**, which provides water repellency so rain beads up and rolls right off.
- Wind, water and road grime can cause scratches and chips on your vehicle's finish. Choose a Protex or Premier wash that includes our **Double Foaming Deep Cleaner**, which deep cleans the pores of paint by removing dirt, grime, and dead paint.

SPRING

- Sand, gravel, anti-icing/de-icing agents and other deposits soak into road asphalt and get flushed to the surface by rain. Add **Rain-X to your Unlimited Wash Program**, an all surface, all weather protectant that is chemically attracted to a vehicle's surface and smooths out irregularities.
- As the road sweepers come out in the spring, the debris swept into the air can cause scratches and chips. Our Protex and Premier washes contain **Carnauba Wax**. Carnauba Wax is fast acting and considered the "gold standard" of waxes for its reputation as the hardest natural wax known to man.
- The birds have come back from flying South meaning more extremely acidic and corrosive bird droppings. Our Premier wash includes the **Premier Liquid Polish Shine and Protectant**, which preserves a vehicle's clear coat surface to defend against those pesky bird droppings!

SUMMER

- Paint oxidation occurs to aging, uncared for paint from the sun. Our specially formulated product, **THE SHIELD Paint Guard**, creates a polymer barrier and provides maximum protection against paint corrosion. This product is featured in our Protex and Premier washes.
- Dirt, rust, tree sap, salt and bugs are picked up from everyday driving and are embedded in a vehicle's paint, dulling its reflective nature. Included in our Protex and Premier washes, the **Double Foaming Deep Cleaning Polish** deep cleans the pores of paint by removing dirt and dead paint.
- Sprinkler spray can cause small white spots on sun-heated finishes and leaves mineral deposits that can adhere to a car's paint and glass. Every wash at Prime Shine is finished off with our signature **Spot-Free Rinse**, a rinse consisting of purified water that leaves vehicles spotless.
- Summer is construction season! Fresh tar, gravel, freshly painted road striping and asphalt can be very damaging to a vehicle's surface. Wash regularly and enhance to Premier for the **Premier Liquid Polish Shine and Protectant**, formulated to provide excellent paint finish protection.

FALL

- Leaves are loaded with sap, pollen and other acidic coatings that transfer to the vehicle and stain the paint when left for long periods of time. Included in the Protex and Premier washes, **Carnauba Wax** protects against these contaminants and maintains that showroom shine.
- The damp weather in the fall can cause your vehicle to have mildew buildup along the trim. In and out of the tunnel in just **3 minutes**, every wash we offer can prevent this deterioration from happening with frequent washing.
- Brake dust and road grime can be difficult to remove if left on your rims too long. **THE SHIELD Wheel Guard**, included in the Premier wash, repels brake dust and contaminants and provide a polymer sealant to the wheels.



Prime Shine Headquarters:
Call 209.549.9274 ext. 1

Email customer_service@primeshine.com
Monday through Friday 9am to 4pm



Only \$8 more per month each or PLUS+ your program with both for \$12/month extra.

Keep this in a safe place outside of your vehicle in case you need your Unlimited Wash member number.

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UNLIMITED WASH program

Wash as much as you want,
whenever you want,
at any Prime Shine location

NO CONTRACTS • NO RESTRICTIONS • NO KIDDING

Welcome to Prime Shine's Unlimited Wash Program

Vehicle _____

MODESTO • MERCED • CERES • TURLOCK • LODI • OAKDALE
RIVERBANK • ATWATER • MANTECA • TRACY

