

Sagelane Carwash & Autospa Resident Service Agreement

This Resident Service Agreement ("Agreement") is entered into between Montauk Carwash Corp d/b/a Sagelane Carwash & Autospa ("Sagelane Carwash & Autospa," "Company," "we," "us") and the resident or vehicle owner enrolling in services ("Customer," "you").

This Agreement governs recurring vehicle cleaning services provided at participating apartment communities.

Nature of Relationship

Sagelane Carwash & Autospa provides vehicle cleaning services directly to enrolled residents.

The property owner, property manager, apartment community, and their respective affiliates, agents, officers, directors, members, managers, employees, and representatives are not parties to this Agreement and do not provide the services.

The business relationship for services is solely between Sagelane Carwash & Autospa and the Customer.

Sagelane Carwash & Autospa operates as an independent contractor.

Services

A. Exterior Cleaning (Standard Membership)

Exterior-only vehicle cleaning services may include:

- Hand wash using waterless or low-water methods
- Exterior drying
- Wheel face cleaning
- Tire wipe
- Exterior glass cleaning

Interior cleaning is not included unless selected as an add-on.

Services are performed at your apartment community on scheduled service days.

B. Interior Services

Interior cleaning services may include:

- Vacuuming
- Interior wipe-down of accessible surfaces
- Interior glass cleaning
- Light debris removal

For interior services, the Customer is responsible for ensuring the vehicle is accessible during the scheduled service window.

Sagelane Carwash & Autospa does not require or take custody of vehicle keys and does not coordinate key exchange with property staff.

If a vehicle is not accessible at the time of service, the service may be skipped without refund.

Membership & Billing

Services are offered as recurring monthly memberships.

Membership begins on the selected start date.

Billing is automatic and recurring until canceled.

By enrolling, you authorize Sagelane Carwash & Autospa (or its payment processor) to charge your payment method on file.

Membership includes up to one wash per week unless otherwise stated.

Missed washes do not roll over and have no cash value.

No refunds or prorations are issued for partial months, unused services, or promotional periods.

Cancellation: You may cancel by providing at least thirty (30) days' notice through your account portal or in writing. Cancellation becomes effective at the end of the billing cycle following the notice period.

Pause: You may pause your membership one time for up to thirty (30) days by submitting a request through your account portal and providing written notice. Your account will automatically resume billing and service at the end of the thirty (30) day pause period.

SMS Communications

By providing your mobile number, you consent to receive service-related SMS/text messages from Sagelane Carwash & Autospa, including wash reminders, scheduling updates, service notifications, and account communications. Message frequency may vary. Message and data rates may apply.

You may opt out at any time by replying STOP. For assistance, reply HELP or contact hello@sagelanecarwash.com.

Customer Responsibilities

You agree to:

- Park in your designated or assigned space when applicable.
- Ensure the vehicle is accessible during the scheduled service window.
- Remove personal items or accessories that could interfere with service.
- Provide accurate vehicle information (license plate, make/model, color).

Sagelane Carwash & Autospa is not responsible for missed services due to blocked access, improperly parked vehicles, restricted community access, or inaccessible vehicles.

Each membership applies to one registered vehicle. Additional vehicles require separate memberships.

Vehicle Condition & Risk Acknowledgment

You acknowledge and agree:

- Sagelane Carwash & Autospa is not responsible for pre-existing damage, including scratches, dents, chipped paint, loose trim, or aftermarket accessories.
- Exterior cleaning carries inherent risks.
- Results may vary depending on vehicle condition and materials.
- Sagelane Carwash & Autospa may take before-and-after photographs for quality control, documentation, and dispute resolution purposes.

Weather & Operational Adjustments

Services may be delayed or rescheduled due to weather, safety concerns, or operational conditions.

Light rain does not automatically cancel service.

If service is postponed, it may be completed on the next available service day when reasonably possible.

Fees & Payment Issues

Failed or late payments may result in temporary service suspension.

Returned or failed payments may be subject to processing fees.

Property & Management Disclaimer

Services are provided solely by Sagelane Carwash & Autospa. The property owner, property manager, apartment community, and their affiliates do not supervise, control, or assume responsibility for services performed.

You acknowledge and agree that the property owner and manager are not responsible for personal injury, vehicle damage, property damage, or other claims arising from Sagelane Carwash & Autospa services.

You agree to release and hold harmless the property owner and manager from claims arising from your participation in Sagelane Carwash & Autospa services, except to the extent caused by their gross negligence or willful misconduct.

Limitation of Liability

To the maximum extent permitted by law, Sagelane Carwash & Autospa's total liability for any claim arising out of services shall not exceed the amount paid by Customer for the most recent service. Sagelane Carwash & Autospa shall not be liable for any indirect, incidental, special, or consequential damages.

Release & Indemnification

You agree to release and hold harmless Sagelane Carwash & Autospa, its owners, members, managers, employees, contractors, agents, and representatives from claims arising from services, except in cases of gross negligence or willful misconduct.

You agree to indemnify and defend Sagelane Carwash & Autospa against claims arising from your misuse of services or violation of this Agreement.

Insurance

Sagelane Carwash & Autospa maintains commercial general liability, automobile liability (including hired and non-owned auto where applicable), workers' compensation, and umbrella coverage consistent with industry standards and contractual requirements.

Governing Law

This Agreement is governed by the laws of the state in which services are performed, without regard to conflict-of-law principles.

Entire Agreement

This Agreement constitutes the entire understanding between you and Sagelane Carwash & Autospa regarding services and supersedes prior service-related agreements or representations.

Sagelane Carwash & Autospa may update this Agreement from time to time. Updated versions will be posted with a revised effective date.

Digital Acceptance

By checking the acknowledgment box during signup and maintaining an active membership, you confirm that you have read and understand this Agreement, agree to its terms, and authorize recurring billing.