



Apex Members Club — Membership Policies

Last Updated: May 26, 2026

The Apex Members Club offers exclusive subscription-based detailing and maintenance plans designed to keep your vehicle in pristine condition. This policy document outlines the terms and conditions for all Apex Members Club memberships, including billing, service inclusions, eligibility, upgrades, and cancellations.

SECTION 1 — MEMBERSHIP & BILLING

The Apex Members Club offers four distinct membership plans:

- ✨ The Maintenance Plan
- ✨ The Signature Plan
- ✨ The Interior Revive Plan
- ✨ The Ceramic Maintenance Plan

Monthly Auto-Renewal — All Apex Members Club plans are billed monthly and auto-renew on the same date each month using the payment method on file. You'll receive a receipt after each successful charge.

5-Month Loyalty Card Qualification — Members who maintain an active membership for 5 consecutive months qualify for a Loyalty Gift Card, redeemable on any service. Signature Plan members qualify for a \$75 Loyalty Gift Card; all other plans qualify for a \$50 Loyalty Gift Card. The card is issued after the 5th consecutive paid month.

Cancellation — You may cancel anytime. To cancel, notify us at least 7 days before your next billing date. Cancellations take effect at the end of the current paid month — partial-month refunds are not provided. Note: cancelling before completing 5 consecutive months means the Loyalty Gift Card will not be issued.

Signature Plan Early Cancellation Fee — Signature Plan members who cancel within the first six (6) months of enrollment are required to pay an early cancellation fee of \$259. This fee will be charged to the payment method on file at the time of cancellation. After completing six consecutive months, the standard cancellation terms above apply with no early cancellation fee.



Apex Members Club – Membership Policies

Last Updated: May 26, 2026

New Member Onboarding – Required Signature Detail – All new members begin their membership with a Signature Detail. This ensures your vehicle starts at a clean baseline, both inside and out, so your plan delivers full value from day one. The onboarding cost is the price of the Signature Detail less your first month's subscription fee, applied as a one-time surcharge at your first detailing appointment. A waiver may be granted at the sole discretion of Apex Mobile Shine if your vehicle already meets our clean standard at the first visit.

Pausing Your Plan – Members may pause their plan for up to 60 days per year (e.g., travel, vehicle storage). Billing and visits pause together. Contact us to arrange. **Failed Payments** – If a payment fails, we'll attempt to re-charge and notify you. Visits may be paused until billing is current. Plans unpaid for 30+ days may be cancelled.

Price Changes – Membership rates are locked for active members. If pricing changes, current members are notified at least 30 days before any adjustment to their plan.

SECTION 2 – VISITS & SCHEDULING

Booking & Managing Appointments – All appointments are scheduled and managed through your member portal. Your first appointment is scheduled at enrollment; you can reschedule or book future visits anytime through the portal. **Visit Cadence** – Visits follow your plan's recommended cadence (e.g., monthly washes, quarterly details). We'll send reminders so you stay on schedule and get full value from your plan.

Visits Do Not Roll Over – Unused visits within a plan year expire at year-end and do not carry forward. We recommend booking on cadence to use every visit included in your plan.

Rescheduling – Need to change an appointment? Reschedule through your portal with at least 48 hours notice at no charge.

Late Cancellations & No-Shows – Cancellations with less than 24 hours notice, or no-shows, count as a used visit for that period. Repeated no-shows may affect priority scheduling.

Priority Scheduling – Eligible plans receive priority access to peak and weekend time slots. Priority is honored on a first-booked basis through the member portal.



Apex Members Club – Membership Policies

Last Updated: May 26, 2026

SECTION 3 – SERVICE & ACCESS

Mobile Service Requirements – As a mobile service, we need safe, legal access to your vehicle and roughly one parking space of working room. For coating-safe work, a shaded or covered area is preferred when possible.

Water & Power – Our vans are fully self-contained with independent water and power, so no hookups are required. If on-site water or power is available and preferred, just let our technician know.

Vehicle Condition at Arrival – Pricing assumes a vehicle in normal maintained condition. Excessive dirt, sand, pet hair, stains, or contamination may require a recommended add-on (billed at your member rate) or a step up in service level. **Personal Belongings** – Please remove valuables and personal items before your appointment. Apex is not responsible for items left in the vehicle. We'll set aside anything found during service.

Access & Safety – Our technicians may decline or reschedule service if conditions are unsafe (severe weather, unsafe location, aggressive animals on site). We'll work with you to find an alternative.

SECTION 4 – COATING-SPECIFIC RULES (CERAMIC PLANS)

Coating-Safe Products Only – On coated vehicles we use only pH-neutral, wax-free, non-abrasive products and proper technique to protect your coating and preserve warranty coverage.

7-Day Initial Cure – After a new ceramic/graphene coating is applied, avoid washing and rain exposure for the first 7 days while the coating cures. Your technician will confirm your cure window.

Heavy Contamination – Tree sap, road tar, bug etching, and similar heavy contamination may require a paid decontamination add-on (at your member rate) beyond the standard coating-safe wash.

Coating Inspections – Ceramic plans include a professional coating inspection. We'll document hydrophobic performance and flag any recommended touch-ups; corrective work is quoted separately at member pricing.

Eligibility – Ceramic Maintenance enrollment requires an active coating, or a coating scheduled for installation within 60 days of plan start.



Apex Members Club – Membership Policies

Last Updated: May 26, 2026

SECTION 5 – PERKS & DISCOUNTS

Member Discounts – Members receive standing discounts on detail services, à la carte add-ons, and ceramic coatings per their plan tier. Discounts apply automatically at your member rate.

Loyalty Card – Eligible plans earn a Loyalty Gift Card after 5 consecutive months of active membership, redeemable on any service. Signature Plan members earn a \$75 Loyalty Gift Card; all other eligible plans earn a \$50 Loyalty Gift Card. Loyalty value does not carry over year to year if unused.

Stacking – Member discounts cannot be combined with other promotions, coupons, or limited-time offers unless explicitly stated. The better of the two applies.

Referrals – Ask about our referral program – refer a friend who enrolls and both of you may receive a service credit. Terms provided at time of referral.

SECTION 6 – GENERAL

Vehicle Size Surcharges – Large SUVs, vans, and trucks may incur a small per-visit size surcharge on detail visits due to added time and materials. Your technician will confirm any applicable surcharge.

Satisfaction – If something isn't right, tell us within 48 hours of your visit and we'll make it right.

Weather – Rain or severe weather may require rescheduling for certain services (especially coatings and polishing). We'll proactively reach out to find a new time.

Communications – By enrolling, you agree to receive appointment reminders and account notifications by email and/or text. You can adjust communication preferences anytime.

Contact & Support

For scheduling, account updates, or questions:

- Apex Mobile Shine
- info@apexmobileshine.com
- (808) 562-4098