Privacy Policy

Mister Ben's Auto Spa
misterbensautospaexpress.com
Effective date: October 28, 2026

1. Introduction

This Privacy Policy explains how Mister Ben's Auto Spa collects, uses, and discloses personal information in connection with our website, customer communications, memberships, and vehicle care services.

2. Information We Collect

Depending on how you interact with us, we may collect your name, email address, telephone number, billing information, and information you submit through forms, messages, or service requests.

We may collect vehicle information, including make, model, license plate, and service history, when needed to provide services or administer a membership. Transaction records may include purchases, membership status, payment confirmations, and billing identifiers supplied by payment providers.

Our website and its service providers may collect technical information such as IP address, browser type, device information, pages visited, referring pages, and access times through server logs, cookies, or similar technologies, depending on the features in use.

We may also retain communication records, customer feedback, and records of consent or opt-out requests.

3. How We Use Information

We use information to provide and administer services; process transactions and authorized recurring payments; maintain memberships; respond to questions; send service or account notices; investigate concerns; prevent fraud; protect our systems; and meet legal and recordkeeping obligations.

We may use contact information to send promotional communications when permitted by law and consistent with your communication preferences. We may use technical information to understand website performance and improve customer experience.

4. How We Share Information

We may disclose information to service providers that help operate our business, such as website hosts, payment processors, membership platforms, scheduling services, and communication providers, as needed for their work on our behalf.

We may disclose information when required by law or legal process, to protect rights or safety, to investigate fraud, or with your direction or consent. Information may also be transferred as part of a business sale, merger, or restructuring, subject to applicable law and the protections described in this policy.

We do not sell or rent personal information. We do not share personal information with third parties for their own independent marketing.

5. SMS and Text Message Privacy

If you opt in to text messages, we use your mobile number and consent records to operate the messaging program described at enrollment. Message frequency varies, and message and data rates may apply.

Mobile information, text messaging originator opt-in data, and consent records will not be sold, rented, or shared with third parties or affiliates for their marketing or promotional purposes. We may share information with providers solely to deliver and support our messaging program, or when legally required.

You may opt out by replying STOP. For help, reply HELP or contact (334) 676-1804 or jack@misterbensautospa.com. Opting out of marketing texts does not cancel a wash membership. Using the website alone does not enroll you in marketing texts.

6. Cookies and Similar Technologies

Our website may use cookies or similar technologies to support functionality, remember preferences, and understand website use, depending on the features and providers in use.

You can manage or delete cookies through your browser settings. Disabling cookies may affect certain website functions. Where applicable law requires consent for particular technologies, we will obtain that consent before using them.

7. Your Choices and Requests

You may unsubscribe from marketing emails using the unsubscribe instructions in those messages or by contacting us. Service-related or legally required communications may still be sent when permitted by law.

You may contact us to request access to, correction of, or deletion of personal information. We will respond as required by applicable law and may need to verify your identity. Certain records may be retained for legal, tax, security, transaction, or dispute-resolution purposes. We will honor additional privacy rights when they apply to you.

8. Data Retention and Security

We retain information for as long as reasonably necessary for the purposes described in this policy, including applicable recordkeeping requirements and resolution of disputes.

We use reasonable administrative, technical, and physical safeguards appropriate to the information we handle. No electronic transmission or storage system is completely secure. Please do not send full payment card details or other sensitive financial information through ordinary email or website contact forms.

9. Third-Party Websites

Our website may link to independent websites or services. Their privacy practices are governed by their own policies. We encourage you to review those policies before submitting information.

10. Children's Privacy

Our website and services are intended for a general audience and are not directed to children under 13. We do not knowingly collect personal information online from children under 13. Contact us if you believe a child has provided such information so we can investigate and take appropriate action.

11. Changes to This Policy

We may update this policy and will display the revised effective date. We will provide additional notice or obtain consent when required by law. Changes will not authorize materially different uses of previously collected information without any notice or consent required by law.

Contact Us

Mister Ben's Auto Spa | 6030 Atlanta Highway, Montgomery, Alabama 36117

Phone: (334) 676-1804 | Email: jack@misterbensautospa.com

Website: misterbensautospaexpress.com

Terms of Service

Mister Ben's Auto Spa
misterbensautospaexpress.com
Effective date: October 28, 2026

1. Introduction

These Terms of Service govern your use of the Mister Ben's Auto Spa website and related online services. By using our website, you agree to these terms. If you do not agree, please discontinue use of the website.

Purchases, memberships, and vehicle services may also be subject to additional terms disclosed before purchase or enrollment. If these website terms conflict with a specific service or membership agreement, that agreement controls for the applicable transaction, subject to applicable law.

2. Website Use

You agree to use our website only for lawful purposes. You may not attempt to gain unauthorized access to our systems, interfere with website operation, submit fraudulent information, or use our website to infringe another person's rights.

Information you provide through forms, purchases, or membership enrollment must be accurate and current.

3. Services and Availability

Mister Ben's Auto Spa offers car washing, detailing, and related vehicle care services. Available services, operating hours, pricing, and appointment availability may change.

Service availability may depend on staffing, weather, equipment operation, vehicle condition, and safety considerations. We may decline or postpone a service when it cannot reasonably or safely be performed.

Descriptions and photographs on our website are informational. Results vary according to vehicle condition, age, finish, maintenance history, and the service selected.

4. Pricing and Payments

Prices and applicable charges will be disclosed before purchase. Additional work beyond the agreed service requires customer authorization before additional charges are incurred.

Payment is due as disclosed at purchase or when the service is completed, unless a separate billing arrangement applies.

If a website pricing or description error affects your order, we will notify you before proceeding at a corrected price and allow you to decline the purchase.

5. Memberships and Recurring Payments

Membership pricing, included services, billing frequency, vehicle eligibility, restrictions, and cancellation procedures will be disclosed during enrollment.

A membership renews automatically only when you have expressly authorized recurring billing. Authorized charges continue according to the enrollment agreement until cancellation becomes effective.

To cancel, follow the cancellation instructions provided at enrollment. If you need assistance locating those instructions, contact us using the information below. These website terms do not impose an additional cancellation deadline or requirement beyond the applicable membership agreement.

Any refund eligibility, remaining access after cancellation, or proration will be governed by the terms disclosed at enrollment and applicable law. Nothing in these terms limits your rights concerning unauthorized or erroneous charges.

Material changes to membership pricing or billing terms will be communicated before they take effect, with any additional consent obtained as required by law.

6. Vehicle Preparation and Service Limitations

Before service, please remove valuables, fragile items, loose belongings, and items that could interfere with cleaning. Inform our staff about known vehicle defects, loose trim, aftermarket accessories, damaged finishes, leaks, or other conditions that could affect safe service.

Our staff do not remove, install, adjust, or secure child safety seats or other safety restraints. Customers are responsible for handling these items. Staff may clean reasonably accessible areas around items that remain in the vehicle.

Cleaning and detailing may not completely remove every stain, odor, scratch, contaminant, or existing defect. Any specific restoration or correction work must be separately agreed upon.

7. Service Concerns and Damage Reports

Please inspect your vehicle after service and report any concern promptly so we can investigate and respond.

We evaluate concerns based on the circumstances, available records, vehicle condition, and work performed. A request for prompt reporting does not eliminate rights or remedies available under applicable law.

Nothing in these terms releases Mister Ben's Auto Spa from responsibility for damage caused by its negligence or other conduct for which liability cannot lawfully be excluded.

8. Promotions

Promotions, coupons, and special offers are subject to their stated eligibility requirements, expiration dates, and restrictions.

Offers may be combined only when the applicable promotion permits it. Changes to a promotion will not alter an already accepted purchase except as permitted by its disclosed terms and applicable law.

9. Text Messaging

If you separately opt in to receive text messages from Mister Ben's Auto Spa, you may receive the types of messages described when you enroll, such as service updates, membership notices, or promotional offers.

Marketing consent is voluntary and is not a condition of purchase. Using our website or accepting these Terms of Service does not, by itself, constitute consent to marketing text messages.

Message frequency varies. Message and data rates may apply.

You may opt out by replying STOP to a message. You may also contact us using the information below to request assistance or communicate an opt-out request. After opting out, you may receive a final message confirming your request.

For assistance, reply HELP or contact us at (334) 676-1804 or jack@misterbensautospa.com.

Text delivery depends on your wireless carrier and other service providers. Carriers are not liable for delayed or undelivered messages.

10. Privacy

Our Privacy Policy explains how we collect, use, and disclose personal information. Please review that policy before submitting personal information through our website or enrolling in communications.

11. Intellectual Property

Website content, including our business name, logos, photographs, graphics, and written materials, belongs to Mister Ben's Auto Spa or its respective owners.

You may view this content for personal use. Copying, modifying, distributing, or using it commercially requires permission from the applicable rights holder, except where otherwise permitted by law.

12. Third-Party Websites and Services

Our website may link to third-party websites or use third-party services for payments, memberships, scheduling, or other functions.

Those providers may have their own terms and privacy policies. We do not control independent third-party websites, and linking to them does not constitute an endorsement of all their content or practices.

13. Website Availability and Disclaimers

We make reasonable efforts to keep website information accurate and available, but do not guarantee uninterrupted access or error-free content.

To the extent permitted by law, the website is provided on an "as available" basis. This provision concerns website access and information and does not eliminate obligations associated with purchased services or express promises made to customers.

14. Limitation of Liability

To the extent permitted by applicable law, Mister Ben's Auto Spa is not responsible for indirect or consequential losses arising from website interruptions or reliance on inaccurate website information.

This limitation does not apply to fraud, willful misconduct, or any liability that applicable law prohibits us from limiting. Nothing in these terms waives nonwaivable consumer rights.

15. Changes to These Terms

We may update these terms by posting a revised version with a new effective date. Revised terms apply prospectively.

Changes do not retroactively alter completed purchases or existing membership agreements. Additional notice or consent will be provided when required by law.

16. Governing Law

These terms are governed by Alabama law and applicable federal law. Nothing in this provision deprives a customer of protections that cannot lawfully be waived.

17. Contact Us

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