



**Question**

**Answer**

1      **How do I register?**

Register at <http://www.superamerica.com/superwash> and click the link 'log in here'. You may also register on the Kiosk at a participating car wash store.  
(we cannot accept applications over phone or email)

2      **Help, I am having issues registering for an account.**

When registering on the internet - please check your browser to ensure it is the latest version. If you still have issues try a different browser such as Fire Fox or Google Chrome.

3      **How can I cancel my account?**

Please email [Sacarwash@superamerica.com](mailto:Sacarwash@superamerica.com). Please include your name and your tag number when asking to cancel your account. Please note cancellation is effective as of the end of your monthly billing cycle and **there is a 5 business day advance** requirement to cancel, as stated in our Terms and Conditions. You may also call Customer Service toll free at 855-468-6972

4      **My account is suspended, what is wrong?**

Accounts generally move into suspension due to a credit card that recently expired, account number change or a decline. Please check your card information on the website, in-store kiosk or have store personnel assist you. If you have updated your credit card information on the internet, please contact Customer Service so that we can activate your account to wash again.  
(SUPERAMERICA cannot take credit card information over the phone or by email for security purposes.)

5      **Can I close my account temporarily?**

Please contact [sacarwash@superamerica.com](mailto:sacarwash@superamerica.com) with your request at least 5 business days prior to your next billing cycle. Include your account name and tag number as well as when you would like to close and then re-open the account. A representative will respond with the details.

6      **I sold my car, but want to keep my wash for a new vehicle.**

Please visit a store to receive a new tag for your account. There is a \$5.00 charge for the new tag.

7      **I had to have my windshield replaced, will my account still work?**

You will need to get a new tag set up for your account. Please visit a car wash store to receive. There is a \$5.00 charge for the new tag.

8      **I am a Walser Customer, how do I register?**

If you purchased a vehicle in 2016 you are eligible for the 90 Day Walser Wash program. Please refer to the materials that you received from Walser that demonstrate the Step by Step instructions to register for the Car Wash program (registering for your Walser Card does not activate the wash). You must complete the application and then visit a participating location to receive the window tag from store personnel in order to utilize the program.