



Better Business Bureau

1010 E Missouri Ave.
Phoenix AZ 85014-4585
877-291-6222

Case #: 20744986

Sent to Business on: 10/18/2023

Business Info:

Lincoln Express Car Wash
6942 Lincoln Ave
Buena Park, CA 90620
7142204990

Consumer Info:

Rizvi, Syed
3621 W Savanna St Apt 243
Anaheim, CA 92804
3013286156
rrizvir@gmail.com

Nature of the Complaint: Advertising Issues

Consumer's Original Complaint:

I have used this car wash monthly fix amount service (Unlimited washes) for two months for 14.99 per month but they keep charging me 14.99 twice a month or sometimes three times a month. They are still charging me monthly service charges even after I canceled this service years ago, it is fraud and very bad that they keep charging me month after month without getting my approval.

I did not apply for any subscription in 2023 but still getting charged 17.99 it is very bad that I am keep getting charged this about two to three times a month.

Consumer's Desired Resolution:

Refund

Messages/Communication

From: BBB Better Business Bureau

To: Consumer

Sent: 10/18/2023

Subject: Your Complaint has been sent to Business

Syed Rizvi

3621 W Savanna St Apt 243

Anaheim CA 92804

10/18/2023

Dear Syed Rizvi:

The Better Business Bureau serving the Pacific Southwest (BBB) has received your correspondence involving Lincoln Express Car Wash. Thank you for contacting BBB and allowing us the opportunity to assist you with resolving this matter. Your complaint number is **ID#: 20744986**; please make a note of this number for future reference.

BBB acts as a neutral third-party to foster an ethical marketplace. As part of its mission, BBB assists businesses and consumers by opening lines of communication with the facilitation of disputes, and providing company reports to summarize how a company responds to and resolves any issues that may arise.

While your Better Business Bureau is teleworking to continue serving our communities, we know that many businesses have closed completely or are working under a reduced schedule or under alternative operating arrangements.

Your complaint has been reviewed and forwarded to Lincoln Express Car Wash and we have asked that they respond. We will send you any response they provide. However, please understand that there may be delays in our normal complaint processing timelines for the foreseeable future. We appreciate your patience as businesses are trying to keep their employees and customers safe. If the company contacts you directly to resolve the issue, please notify us at info@bbbcommunity.org. To learn more about BBB's Dispute Resolution process, visit **bit.ly/BBB-DRPROCESS**.

Please understand that your complaint and the business's response may be publicly posted on the BBB website. BBB may edit the complaint or the business's response to remove personally identifiable information or inappropriate language.

BBB never sells personal information. For information about the BBB's Privacy Policy and how your information may be shared, visit www.bbb.org.

Regards,

Madi Posey

Your Better Business Bureau

From: BBB Better Business Bureau

To: Consumer

Sent: 10/25/2023

Subject: BBB follow-up - have you heard from the business?

Syed Rizvi

3621 W Savanna St Apt 243

Anaheim CA 92804

RE: Complaint ID # 20744986

Dear Syed Rizvi:

You recently requested help from Better Business Bureau serving the Pacific Southwest (BBB) concerning a problem with Lincoln Express Car Wash. To date, BBB has not received a response from the company.

Although a reminder has been sent to the company, we are inquiring with you to see if you have heard from the company directly. Please contact BBB with the status of this matter if the company has contacted you and the matter has been resolved. If you have not heard from the company, there is no need to reply.

While many times a reply is received quickly, in some cases a company can take longer to respond. You will be contacted again if a response is not received from the company. We appreciate your patience during this time.

Sincerely,

Madi Posey

Your Better Business Bureau

From: BBB Better Business Bureau

To: Consumer

Sent: 11/02/2023

Subject: BBB was unable to obtain a response from the business regarding your case.

Syed Rizvi

3621 W Savanna St Apt 243

Anaheim CA 92804

RE: Complaint ID # 20744986

Dear Syed Rizvi:

In regards to your correspondence concerning Lincoln Express Car Wash, your position was communicated to the company. We regret to inform you that BBB was unsuccessful in obtaining a response from the company.

When a business does not respond to a dispute, its report with BBB is updated to reflect an unanswered dispute which has an adverse affect on its BBB rating. If the company has contacted you, please let us know so that our files may be updated. If not, we regret that BBB can be of no further assistance.

We appreciate you taking the time to contact BBB and report your experience. Please be assured that your complaint will remain in BBB's file for this company for three years, and may be referred to if a pattern of similar practices emerges.

Madi Posey

Your Better Business Bureau

