



# Terms & Conditions

## Booking Terms

- All personal belongs should be removed from the vehicle, Carbon Detailing does not accept any liability for loss or damage to personal property whilst the vehicle is our care.
- It is the client's responsibility to disclose to Carbon Detailing any known defects / weakness on the vehicle, which may be affected by the cleaning process, prior to any work commencing. It is important to share the vehicles history with us to ensure that the most appropriate service is offered.
- Unless previously agreed, will need to plug in to Electric.
- Occasional after the vehicle has had an initial wash, it can sometimes become clear that further work may be required to get it to the standard requested. If this is the case, we will contact you before continuing.
- For all clients, we require up to a 50% deposit to secure your booking. The remaining balance is to be paid upon completion of the works.
- An additional charge will be made for excess pet hair unless already discussed at time of booking.

## Cancellations

Our cancellation policy is as follows:

Notice of cancellation	Compensation
48hrs or less	100%
5 – 7 days prior	75%
8 – 14 days prior	50%

- Occasionally due to weather conditions, we may need to reschedule an appointment. In this event, as much notice as possible will be given and the earliest rebooking date offered.

## Payment Terms

- A price will be given and agreed prior to any work commencing, based on the detail given by the client on the condition of the vehicle at the time of booking. Should the condition be such that it would require further chargeable work completed to bring it up to the desired level, Carbon Detailing will attempt to contact you to discuss the adjustment to price required. Should we be unable to reach you or your alternative point of contact, the further work will not be completed and the quality of the completed finish may be less than previously agreed.
- Upon completion of the agreed work an invoice will be issue.
- We accept payments via bank transfer, card payment or cash. We kindly ask that payment is made immediately.
- All late payments may be subject to a late penalty fee of £50. If still outstanding after 30 days, without prior agreement, this will increase to £100. In cases of failure to pay, Carbon Detailing reserve the right to appoint a debt management company to recover unpaid funds.

## Promotions

- If special offers or discounts have been applied at the time of booking, payment is either at time of booking (if previously stated) or within 7 days. Failure to comply will result in the discounted offer being revoked and full price will be charged.
- For Maintenance Details, purchased as part of the New Car Protection, full payment is required at the time of sale and bookings to be carried out within 4 weeks unless previously agreed with Carbon Detailing.

*Entrusted with The Best*



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## **Safe Working Environment**

- It is the client's responsibility to provide our staff or contractors with a safe working environment.
- Please ensure that parking is made available prior to our arrival, any parking charges or fines incurred as a result of failing to do so, will be passed onto the client.

## **Gift Vouchers**

- Gift vouchers are valid for 6 months from the date of purchase and are non-refundable.
- Gift vouchers reflect a cash value, additional charges may be applied if the chosen service exceeds the cash value of the certificate.

## **Keys**

- We offer a key hold service. All keys held by Carbon Detailed are logged in / out and a receipt given
- Keys are kept securely and are only accessed at the request of the client.

## **Social Media**

- From time to time, we may take photographs of our work for use on our social media platforms and website. We will always cover the number plates of vehicles and never disclose the location. If you do not want us to use these photographs, please let us know.