



Smooth Touch Premium Detailing

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Terms and Conditions

Smooth Touch Premium Detailing seeks to provide you with a Premium detailing service experience. We would like to take this opportunity to *Thank You* for considering our services and point out some of the terms and conditions of our business criteria. We hope you will find these policies listed below helpful and informative in explaining the extent of our auto detailing services.

By scheduling any service with Smooth Touch Premium Detailing you hereby agree to all terms listed on said agreement.

If we are providing a detailing service, we expect the following:

1. Permission to be on-premises if you are not the owner, a safe location as well as safe conditions to service your vehicle and an ample amount of space to perform our service.
2. If we arrive and the previously mentioned conditions are not met, we reserve the right to reschedule the service at a later time/date that works for both parties. In addition, **there will be a \$25 rescheduling fee.**
3. If the service is being provided at your home, please arrange your additional vehicles in a way that you can easily have moving access without us having to break down our set up once service is started.
4. **If you have scheduled an appointment at our location, please understand that you are dropping off your vehicle and you must arrange your ride accommodations.** Our location is not a “detail shop” but our garage at our home that we have equipped to service our clients. We do not have a waiting room. We will call or text you once your vehicle’s service is complete and is ready for you to pick up.

5. When scheduling your service, **a reservation fee is due to reserve your appointment time.** The remainder of your balance will be due immediately upon completion of rendered services. Payment can be made with cash, check or electronically via Cash App, PayPal, Venmo or Zelle.
6. We require a **48-hour** notice to reschedule/cancel any booked detail service. **Failure to do so will result in a loss of your reservation fee.**
7. We reserve the right to alter or amend a booking time/date without penalty but wherever possible we will let the customer know in advance.
8. We reserve the right to alter a booking or move a booking in accordance to weather conditions and/or equipment failure without penalty to the company.
9. Our estimated time of arrival for our mobile services may depend on the weather, traffic, or other unforeseen circumstances.
10. We will contact you 24 to 48 hours before the scheduled appointment to confirm, give you an estimated time of arrival, and make sure the weather is permitting us to work.
11. We will contact you on the day of the appointment if we are running late or ahead of schedule.
12. Please remove all personal belongings, money, and other significant items of value from the vehicle prior to any type of service. **We will not be responsible for any items thought to have been left prior to detail service.** Any items found will be placed in a storage bag for you to collect upon pick up.
13. Due to liability reasons, you are required to remove all child safety seats before your detail service. Should the child seats not be removed, we will do our best to clean the surrounding areas. If you request for us to clean any child seats, you will be required to remove the seat and later reinstall once service is completed. **We will not remove or reinstall child seats under any circumstances.**
14. Upon inspection, we reserve the right to charge each vehicle according to its condition, the type of vehicle, and the customer location.

15. Once detail service has begun, we reserve the right to amend any price based on additional issues found that were not initially discussed. We will inform you of these issues and discuss any additional fees associated.

16. Upon inspection, we reserve the right to refuse service if there is an excessive amount of hair (pet or human), urine, vomit, blood, feces, or other bio-hazardous materials.

17. Hair and sand are two of the toughest items to remove from a vehicle with normal vacuuming. The removal of either element is **not guaranteed** with any of our service offerings. However, on most occasions, we are successful at removing visual traces of both elements.

18. We make no promises when it comes to the complete removal of stains and/or odors from vehicles. We aim to please so we will try our Premium best. Please be aware that some upholstery and carpets are beyond cleaning and may not completely clean up as expected. Some stains are permanent. We will consult you on what can and cannot be done regarding your vehicle's interior.

19. When it comes to windows, we work to obtain Premium results. But from time to time and depending on temperature windows may have a film. Please allow the car to cool and then take a microfiber towel and wipe the film off if you see streaks. We do apologize for any inconvenience this may cause.

20. **We are not responsible** for damage due to heavily soiled, stained or damaged interior components, such as dash buttons and steering column buttons and knobs. Such areas may be so caked with dirt, grime, and makeup that cleaning may result in these buttons and knobs losing their markings.

21. Detailing the interior requires doors to be opened for long periods of time which may lead to complete battery drainage. **We may disconnect your ground cable in order to preserve the life of your battery.** Doing this will most likely reset your dash components to factory settings.

22. We will only clean engine bays and sunroof/moonroofs upon request. **We are not responsible** for any mechanical or electrical problems when cleaning engine bays and sunroof/moonroofs due to areas simply getting wet from the wash/cleaning process. Please make sure your vehicle is in good mechanical/electrical working order. There is no way of knowing of these

problems before we begin, so please understand that if issues do arise after our detailing process, **we will NOT be held responsible.**

23. The headliner is gently cleaned, however there may be remaining stains. The glue used for headliners will start to release if cleaned more aggressively or with stronger cleaners. Please understand that headliners may not come completely clean due to this reason. If you choose to clean them at your own risk, they may look clean but will sag over time due to the glue being compromised.

24. We do not use harsh cleaning products on any interior or exterior areas. All of our products are safe and do not chemically damage carpets, leather, vinyl, plastic, painted, clear coated, or chrome surfaces.

25. **We are not responsible** for baked-on brake dust that cannot be completely removed either on the surface or deep within the wheel. Some wheels are beyond cleaning and may need to be repaired or replaced.

26. Bird droppings, bug splatter, sap, and tar will chemically etch into your vehicle's paintwork if left for a period of time. This will result in a deep chemical mark on the paintwork that may need additional work to safely remove. In some cases, the mark cannot be removed completely without comprising the clearcoat.

27. Exterior black or grey, textured or smooth trim pieces may be beyond restoring and will have to be replaced. We try our best to restore the plastic to its original color.

28. Any wax, sealant, or coating not properly cared for will not last its intended durability length. We recommend safely hand washing.

29. We respect your time and personal property, and we will be polite and courteous at all times. However, we reserve the right to refuse, deny or continue with any service if we deem the customer to be unreasonable.

30. **We will not tolerate** any verbal or physical abuse under any circumstances and will take the relevant actions should any such behaviors be encountered.

31. For your safety, please keep a safe distance, **at least 10-15 feet away from our work area** to avoid any trip or slip hazards. If you need to speak to

us while we are working on your vehicle, please make sure to get our attention from a distance. We try to pay attention to our surroundings.

32. If we have applied a **ceramic coating** to your vehicles paint, trim, wheels, or glass and you opt-out of our maintenance program to care for the coating we are no longer responsible for any premature coating failure. Please consider having us maintain your vehicle coating **every 3-4 months** to ensure it's durability for the next 1-5 years.

33. We recommend The Suave Touch detailing service at least once a year if not more, to keep your vehicle looking it's best.

34. If you choose to have your vehicle maintained **every 3-4 months** by us, and for some reason due to either the weather or your schedule, your vehicle's maintenance detail has not been performed and has passed the 6-month mark, we must start over with The Suave Touch Service to reset the detail maintenance program.