



# Detailing Acknowledgement Form

724-379-7010/724-873-0908

Terms & Conditions

Willowbrook Carwash & Detailing seeks to provide the best complete 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 Willowbrook Carwash & Detailing you hereby agree to all the terms listed on said agreement.

## Mobile Detailing Only:

- Being a mobile service, we come to you expecting to have the following: Ample amount of space to perform our service, permission to be on premises if you are not the owner and a safe location as well as safe conditions to service your vehicle. If we arrive and the previous 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**.
- Our estimated time of arrival for our mobile services may depend on weather, traffic, or other unforeseen circumstances.
  - We will contact you the day of before the scheduled appointment to confirm and give you an estimated time of arrival and make sure weather is permitting us to work.
  - We will contact you on the day of appointment if we are running late or ahead of schedule.
- 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.
- The detail service we perform in our mobile detailing service is our basic interior and exterior detail. We can perform a more in depth detail at our Belle Vernon or Waterdam Rd Location.

## Waterdam Rd Only:

- If you have scheduled an appointment **at our Waterdam Rd location**, please understand that it is not a “detail shop” but our garage at our home that we have equipped to take customers. We do not have a waiting room so customers must arrange to drop the vehicle off.
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## Belle Vernon location:

- We require **payment to made in full** the day of the scheduled service. If the customer is not present, they can pay over the phone or leave payment in cash/check.
- We require a **24-hour** notice to cancel any scheduled detailing service. Failure to do so will result in a **\$50 rescheduling fee**.
- We reserve the right to charge up to ½ of the scheduled detailing service if cancelled by the customer on the day of said scheduled service unless extreme circumstances could not allow you to keep the scheduled service.
- We reserve the right to charge \$100 nonrefundable retainer if customer has canceled and rescheduled multiple times.
- We reserve the right to alter or amend a booking time/date without penalty but wherever possible will let the customer know.
- We reserve the right to alter a booking or move a scheduled detail in accordance to weather conditions and/or equipment failure without penalty to the company.
- Please remove all personal belongings, money and other significant items from their vehicle prior to any type of detailing.
- We do not go into personal spaces, including glove box and center arm rest compartments. If you would like them cleaned PLEASE REMOVE ALL ITEMS AND REQUEST THEM TO BE CLEANED.
- **Due to child safety we will not remove or replace car seats under any circumstances. We ask that our clients remove car seats and booster seats before any detailing service. Including a mobile detailing service. Should the car seat be left in the vehicle we will do our best to clean around the car seat but CAN'T promise your total satisfaction.**

- We reserve the right to charge each vehicle according to its condition and the type of vehicle.
  - We reserve the right to amend any price during the detailing should it differ from the original price. A minimum 10% surcharge will be applied to all jobs that involve excessive pet hair, urine, vomit, blood, feces or other hazardous materials.
  - Pet 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.
- We make no promises to being able to remove all stains or odors from vehicles. We aim to please so we will always consult you on what can and cannot be done regarding your vehicle's interior.
- When it comes to windows, we try to be our best. But from time to time and depending on temperatures 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.
- 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.
- 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.**
- 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.
- 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.
- Bird droppings, bug splatter, sap, and tar will chemically etch into your vehicles 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 case the mark cannot be removed completely without comprising the clear coat.
- 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.
- **Any wax, sealant or coating not properly cared for will not last its intended durability length.**
- 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.
  - We will not tolerate any verbal or physical abuse under any circumstances and will take the relevant actions should any such behaviors be encountered.

Customer signature: \_\_\_\_\_ Date \_\_\_\_\_