

## DOUG'S AUTO DETAILING LLC

### TERMS & CONDITIONS

Effective as of: July 30, 2025

Phone: (248) 690-6703

Website: [www.DougsAutoDetailing.Com](http://www.DougsAutoDetailing.Com)

Thank you for choosing Doug's Auto Detailing LLC. We strive to provide the highest-quality mobile detailing and ceramic protection services with professionalism, safety, and integrity. These terms are intended to protect both our clients and our technicians. By booking any service with Doug's Auto Detailing LLC, you agree to the policies outlined below.

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### Cancellation & Rescheduling Policy

All appointments require a **\$30 non-refundable deposit** to secure your booking. This deposit will be applied to your final invoice and can be transferred once if your appointment is rescheduled with appropriate notice. Missed or canceled appointments without 24-hour notice may result in forfeiture of the deposit.

If the deposit is not paid before service, it will be added to your total balance.

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### Preparing for Your Appointment

Please ensure your vehicle is accessible and ready for service at the scheduled time. If our team must wait more than **10 minutes** due to excess trash, personal items, or lack of vehicle access, a **\$50 delay fee** may apply.

If the vehicle is not accessible within a reasonable time and results in a missed time slot, a **\$100 time-block fee** may be charged.

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### Vehicle Condition Terms

Please remove all personal belongings prior to your appointment. Doug's Auto Detailing LLC will not clean or move the contents of glove boxes, center consoles, or storage areas that contain personal items.

For your safety and ours, we do not uninstall car seats. If a child seat is left in the vehicle, we will clean around it to the best of our ability.

Please inform us in advance of any excessive or hazardous conditions including:

- Pet hair
- Mold or mildew
- Bodily fluids
- Odors or strong stains
- Excessive trash

Failure to disclose these conditions may result in **additional fees** or service refusal.

We do our best to improve interior and exterior conditions, but we do **not guarantee** complete removal of all stains, odors, or buildup—especially on delicate or damaged materials.

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## Exterior Notes

Bug splatter, sap, tar, and bird droppings can chemically etch clear coat if not addressed quickly. While we will work to minimize or remove these defects, some damage may be permanent.

Trim restoration and brake dust removal are offered as part of specific services but are **not guaranteed** for vehicles with severe degradation or neglect.

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## Service Area Safety

Please keep a **safe distance of 10–15 feet** while we work. Our equipment includes hoses, power cords, and chemicals that may pose a trip hazard.

If unsafe or hazardous conditions are discovered (biological waste, chemical spills, etc.), we reserve the right to stop service and charge a partial fee.

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## Photo & Video Policy

Doug's Auto Detailing LLC may take before/after photos and videos of your vehicle for documentation, training, and marketing purposes. License plates and personal details will be excluded unless you authorize otherwise.

**If you do not agree to our photo/video terms above, please print and sign this.**

I declare that I, \_\_\_\_\_ (first and last name), do not authorize Doug's Auto Detailing LLC to use photos or videos of my vehicle for marketing purposes. I acknowledge that these materials may be used as internal training materials.

DATE:

SIGNATURE:

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## Satisfaction Guarantee

If you believe a part of your service was missed or not performed to standard, please contact us **within 24 hours** with photo documentation. We will offer a redo or partial refund at our discretion.

Refusal of a redo appointment limits refunds to **20% of the total service cost**.

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## Payment Policy

Full payment is due **immediately after service completion**. We accept Cash, credit/debit, Visa, Mastercard, American Express, Discover, Apple Pay and Google Pay.

Delays in payment or repeated cancellations may require full prepayment for future appointments.

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## Liability Disclaimer

Doug's Auto Detailing LLC is not liable for:

- Pre-existing damage to paint, trim, wheels, or interior
- Malfunctions of components during or after cleaning
- Damage to items left in the vehicle
- Odor or stain removal results
- Headliner sag due to aggressive cleaning

We always inspect vehicles before and after services and will notify you of any issues we observe. It is your responsibility to point out specific concerns prior to service.

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## Engine Detailing Disclaimer

We offer engine bay detailing by request only. Doug's Auto Detailing LLC is **not responsible** for any mechanical or electrical issues that may arise during or after engine bay cleaning. Moisture, age, or pre-existing conditions can contribute to issues beyond our control. Please ensure your engine is in good working order before requesting this service.

By accepting engine detailing, you acknowledge that we are not liable for any resulting complications.

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## Estimates & Inspections

All price quotes are **good for 30 days** and subject to change upon physical inspection. If additional time or materials are needed due to previously undisclosed issues, we will provide a revised estimate before proceeding.

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## Disputes & Collections

If a payment dispute arises and no resolution is reached, the client may be responsible for **collection costs, legal fees, or interest charges (up to 18% APR)** on past due balances.

Doug's Auto Detailing LLC is not responsible for lost, stolen, or damaged vehicles or contents due to events beyond our control.

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## Ceramic Coating Disclaimer

Doug's Auto Detailing LLC offers professional ceramic coating services. However, **no warranty is provided** on ceramic coatings. Factors such as maintenance routines, weather exposure, driving conditions, and storage habits can greatly affect coating performance.

Clients are responsible for proper aftercare, including regular washing and avoiding automated car washes. We recommend scheduling maintenance appointments every 6–12 months for optimal performance.

By booking a ceramic coating service, you acknowledge and accept that no warranty, implied or expressed, is provided.

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## **Changes & Updates**

We reserve the right to update, correct, or revise these terms at any time. The most recent version will always be available on our website.

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By booking a service with Doug's Auto Detailing LLC, you acknowledge that you have read, understood, and agree to these Terms & Conditions.