

DIRECT AUTO DETAILING TERMS AND CONDITIONS OF SERVICE

***Terms & Conditions:**

Please read our terms & conditions, we will not be held liable for your failure to read, understand or accept our terms & conditions of service. It is incumbent on you to read, understand and accept our terms & conditions prior to any work to be carried out on your vehicle(s) you may own, look after or care for.

Bookings:

A booking is an arrangement made between the client (You, Your, Yourself) and Direct Auto Detailing (We, Us, I) , this can be made in person, by any means of electronic media (email, SMS, fax, phone etc) between said parties. We will lock-in a date, time and the location as well as the particulars of the vehicle for the work to be carried out. Once we take a reservation, we hold that time slot open for you and turn away other potential customers in order to ensure your time frame. For this reason we are sure you will understand why we have introduced a cancellation fee.

Cancellation Policy:

We require 24 hours notice if you wish to cancel or rearrange the day or time for which the service was contracted/ requested. Other arrangements can be possible on contacting us prior to the scheduled service. Cancellation must be done by telephone, SMS or email. A 50% cancellation fee (of the total amount charged for the service) is applied to notice given in less than 24 hours. Cancelled weekend bookings carry an additional 20% fee.

Cancelled Public Holiday bookings will be charged the full service rate.

Vehicle Transport:

We can organise transportation of your vehicle to and from our premises for you, this will be performed by an external company (at their rates to us) and will be added to your final account.

Call Out Fee:

Although we are a mobile service, meaning that we come to you. A travel and time levy applies per booking for clients outside the Hills District to cover tolls, travel time and petrol etc. Generally a call out fee will only apply if the distance from our base of operations exceeds 10 kilometres one way using the most direct route. This will be charged at a flat rate of \$55. Unless over 50 kilometres each way at which time the rate of \$1.10 per kilometre. Weekend bookings carry a 20% service charge. Public Holiday bookings carry a 50% service-charge.

Accessories:

We request that all headlight covers, bonnet stone guards, number plate covers etc must be removed by the client, prior to the commencement of work. The client must remove any loose / personal contents from the interior of the vehicle including boot/ cargo area (containers, clothing, jewellery, money, books etc). All care will be given but no responsibility will be taken for any items left on or inside the vehicle. Anything not removed will be cleaned around. We accept no responsibility for loss or damage, by fire, theft or accident to the vehicle its equipment or contents whilst in our possession, by our authorized employees, unless gross negligence is proven.

Products:

The products we use are exclusive to Direct Auto Detailing and are of the highest quality. Should you wish for us to use your own products to care for your vehicle, we would prefer not to, however, we are willing to do so on the explicit understanding that your products are most likely to be inferior to what we use and we accept no responsibility for any damage that may occur from its use. You however, will be held responsible for costs resulting in any damage to any of our equipment, cloths, sponges or apparel etc. Should we use your own products at your request will also attract a handling fee.

Payment:

Payment for car detailing services is due in full at time of service, part payment or deposit maybe required in advance for some services.

Payment can be made with Cash, Eftpos (Master / Visa or Debit Card) . Electronic Funds Transfer (EFT).

We request that all EFT payments be transacted by 6pm on the day work is completed, as we do not carry credit (You may be requested to provide proof of transaction) . Late payments will incur a 10% late fee.

We regret that Cheques WILL NOT be accepted without prior arrangement and carry an additional 3% service levy