

TERMS & CONDITIONS

Updated 05-27-2025

TailorMade Mobile Detailing is committed to providing the highest quality mobile auto detailing and ceramic coating services. Thank you for considering our services. This document outlines important terms and conditions designed to protect both you as the customer and us as the service provider.

By scheduling any service with TailorMade Mobile Detailing, you agree to the following terms and conditions:

1. Booking, Deposit & Cancellation Policy

- A \$50 non-refundable deposit is required to confirm all appointments. This amount is applied to the final service cost.
- Appointments will be canceled if the deposit is not received within the requested timeframe.
- Clients may reschedule with adequate notice; the deposit will carry over.

2. Before Your Appointment

- A preparation guide will be sent ahead of time.
- A \$50 inconvenience fee applies if the technician waits more than 10 minutes due to a vehicle not being ready (e.g., filled with personal items or trash).
- A \$100 no-access fee applies if the technician cannot access the vehicle in a timely manner.

3. Vehicle Condition Terms

- Clients must remove valuables and personal belongings. Technicians will not handle them.
- Clients must disclose excessive conditions like pet hair, stains, bodily fluids, or mold in advance.
- Fees may increase after inspection based on the condition of the vehicle.
- We do not remove or reinstall car seats.
- Items stored in the glove box or armrest will not be cleaned unless cleared out.

Service Limitations:

- Pet hair and sand removal is not guaranteed.
- Some stains and odors may be permanent.
- Odors may require ozone treatment.
- Streaks on windows may occur due to temperature and cleaner properties.
- Buttons, knobs, and controls may lose labeling if deeply soiled.
- Headliners are cleaned gently and may retain stains; fragile ones may be excluded from cleaning.
- Baked-on contaminants and surface defects may not be fully removable.
- Restoring trim may require replacement.
- Protective coatings must be properly maintained by the customer.

4. On-Site Safety & Service Terms

- Full payment is due immediately upon service completion.
- Repeat cancellations may require prepayment in full.
- Weather, staff health, or equipment issues may prompt rescheduling; clients will be informed promptly.
- Maintain a minimum 10-15 foot distance from technicians for safety.
- Undisclosed hazardous conditions may result in partial service and payment retention.

5. Photos & Media Consent

- By booking with us, you grant permission to use photos/videos of your vehicle for marketing or training.
- We will not reveal names, license plates, or addresses.
- To opt out, please email tailormadeautodetailing@gmail.com using this template:

Subject: Photo/Video Opt-Out Request

Dear TailorMade Mobile Detailing,

I, [Your Full Name], do not authorize the use of photos or videos of my vehicle for marketing purposes. I understand media may still be used internally for training.

Date of Appointment: [Insert Date]

Vehicle Make/Model: [Insert Info]

Thank you,

[Your Name]

6. Service Guarantee

- If services are not completed as agreed or performed poorly, we may redo the work or offer a partial refund.
- Concerns must be reported within 24 hours to: tailormadeautodetailing@gmail.com (include photos).
- Clients declining a redo are limited to a 20% refund.
- Only agreed services are covered; optional or declined services are excluded.

7. Payment Terms

- Payment must be made in full at the time of service.
- Non-payment voids the service guarantee.
- Clients must be present for inspection before and after service.
- Undisclosed hazardous conditions invalidate guarantees.
- Declining recommended add-on services may affect outcomes and coverage.

8. General Terms & Liabilities

- Vehicles or products will not be released until payment is complete.
- Late payments may incur legal and collection fees, plus 18% annual interest.
- Services are considered complete unless disputed in writing within 3 days.
- We are not liable for damage or loss due to fire, theft, or other causes outside our control.
- We are not liable for indirect or consequential damages.
- Clients are expected to review and agree to current terms before booking.

9. Inspections & Estimates

- Estimates are valid for 30 days and may change after physical inspection.
- A technician will conduct a pre-inspection at the start of service.
- Clients must communicate desired outcomes clearly.
- Pre-existing defects may remain visible even after service.

- We reserve the right to decline work based on condition or risk.

10. Policy Updates & Corrections

- We reserve the right to revise services, pricing, or policy content at any time without notice.

By booking a service, you confirm that you have read, understood, and agree to these terms.

Thank you for choosing TailorMade Mobile Detailing. We appreciate your trust and look forward to exceeding your expectations.

Tyroo West

TailorMade Mobile Detailing

(818) 564-7014

tailormadeautodetailing@gmail.com