

When you book online or via phone with CB Mobile Detail LLC., you should read and agree to the terms and conditions of the booking prior to making an appointment. Once an appointment has been made, you are bound under the terms and conditions herein.

## Scheduling Terms & Conditions

- Customers should remove all personal belongings, money and other significant items from their vehicle prior to any type of detailing. If the vehicle is not cleaned out prior to detail there will be a \$25.00 fee added to detail price.
- CB Mobile Detail LLC. will not accept any liability for any loss or damage to any personal property including the vehicle being serviced, any belongings contained inside of the vehicle. It is the clients responsibility to notify landlords or city officials if permission is needed to perform the work needed in that particular area.
- All vehicles are cleaned at the customers own risk and must be able to withstand normal cleaning processes. Any damage claims will be limited to the cost of the service provided.
- Our detailing times are an estimate only. Each vehicle is different and may require more and/or less time to fulfill the detailing package determined by client.
- Whilst every effort will be made to keep regular bookings to the same day and time each week, sometimes it may be necessary to make changes, but we will strive to communicate the changes prior to arrival.
- We reserve the right to take a debit or credit card details to secure the booking. Debit/Credit cards shall be processed by PayPal.
- We reserve the right to alter or move a booking in line with staffing levels and/or weather conditions and /or machinery or equipment failure.
- All vehicles are cleaned at the customers own risk.

- CB Mobile Detail LLC. reserves the right to refuse or deny any booking or continue with their service if they deem the customer to be unreasonable.
- CB Mobile Detail LLC. reserves the right to refuse or deny customer demands above and beyond the booked detailing.
- CB Mobile Detail LLC. will not tolerate any verbal or physical abuse towards any of its staff under any circumstances and will take the relevant actions should any such behaviors be encountered.

## Pricing Terms & Conditions

- Our minimum call out charge is \$65
- CB Mobile Detail LLC. reserve the right to charge an hourly rate of \$65 (or proportion thereof) for any work that is not within the boundaries of the booking
- A minimum 20% surcharge will be applied to all jobs that involve excessive pet hair, urine, vomit, blood, feces, or other hazardous materials.
- Our prices are based on detailing type, location, type of car and condition of the vehicle and will be advertised as a minimum price.
- CB Mobile Detail LLC. reserves the right to charge each vehicle according to its condition, the type of vehicle and the customer location.
- CB Mobile Detail LLC. reserves the right to amend any price during the detailing should it differ from the original estimate.

## Our Service Terms & Conditions

- We may ask you where you heard about CB Mobile Detail LLC. in order to measure our marketing strategies.
- We may conduct customer satisfaction surveys.
- We must have permission to hold a debit or credit card to secure a regular booking and we will charge the card after each visit.
- We reserve the right to charge a debit or credit card the full amount should the vehicles(s) not be available for cleaning and the booking has not been cancelled in advance (see cancellation policy).

## Communications

- CB Mobile Detail LLC. will send you a call, email, text, or SMS text messages to confirm your service request, provide information about the detailer matched to your job, and to conduct a customer satisfaction survey after the job is completed. Depending on your mobile phone service, you may incur costs from these SMS text messages from your mobile phone service provider. CB Mobile Detail LLC. is not responsible for any of these potential costs.
- CB Mobile Detail LLC. may provide your order request to any detailer at any service location to fulfill your request in a timely manner.
- When your service request is matched to a detailer, your name, phone number, service address and vehicle information will be shared with that service provider.
- CB Mobile Detail LLC. may call you directly to schedule your service or conduct a customer satisfaction survey. In the event of a canceled request, we may call you to inquire about your reasons for canceling.
- All inbound and outbound customer service calls may be recorded for quality assurance.

## Cancellation Terms & Conditions

- We require a 24-hour notice to cancel any booking/detailing service.
- Failure to provide 24-hour advanced notice of cancellation will result in a minimum charge of \$65.00.
- CB Mobile Detail LLC. reserves the right to take full payment if a booking is cancelled on the day without prior agreement.
- CB Mobile Detail LLC. reserves the right to alter or amend a booking time/date without penalty but wherever possible will let the customer know.
- CB Mobile Detail LLC. reserves the right to alter a booking or move a booking in accordance to its staff levels, weather conditions and/or equipment failure without penalty to the company.
- Failure to be present at the time and location of the ordered service will result in the full value of the service being charged.

## Service Guarantee

- If there is probable and clear cause that the service technician did not fulfill the package as ordered or there is clear evidence of poor craftsmanship, we will at our cost redo the uncompleted or unsatisfactory portion of the service free of charge.
- Any claims must be filed within 48 hours of the completion of the service by phone or email to the location manager. Pictures of the area must be emailed to the location manager within 24 hours of the claim being made. Information for the location manager can be found on the website or in the information sent during scheduling.