

CLARITY

CLEANING & CO.

Vehicle Detailing Service Agreement

This Agreement is made between **The Car Detailing** ("Service Provider") and the **Client** named in this booking form.

The Service Provider agrees to perform vehicle detailing services on the vehicle(s) described in this form at the agreed location and scheduled appointment time.

1. Vehicle Detailing Services

The Service Provider will complete the detailing package selected by the Client. Additional services requested during the appointment may incur extra charges, which will be discussed and approved by the Client before any additional work is undertaken.

2. Fees

The total fee for the detailing services will be estimated based on the selected package, vehicle size, condition, and any additional services requested.

If the condition of the vehicle requires significantly more time or labour than originally anticipated, the Client will be contacted for approval before any additional charges are applied.

Payment is due upon receipt of the invoice unless otherwise agreed in writing.

3. Cancellation Policy

If the Client cancels or reschedules the appointment within 24 hours of the scheduled service, a cancellation fee of **15% of the estimated service cost** may apply.

4. Payment Policy

If payment is not received by the due date stated on the invoice, a late payment surcharge of **10%** may be applied to the outstanding balance.

5. Consent to Photograph and Video

The Client consents to the Service Provider taking photographs and/or videos of the vehicle before, during, and after the detailing service for quality assurance, training, and promotional purposes.

Registration plates and any personal information will not be intentionally displayed without the Client's permission. The Client may request that their vehicle not be used for promotional purposes.

6. Permission to Access the Vehicle

The Client authorises the Service Provider to access, enter, move, and operate the vehicle as reasonably necessary to complete the agreed detailing services.

The Client confirms that the vehicle is safe to operate and that all keys or access methods required for the service have been provided.

7. Pre-Existing Damage Acknowledgement

Prior to commencing work, the Client agrees that any existing damage to the vehicle should be disclosed to the Service Provider.

The Service Provider may inspect the vehicle and record existing scratches, dents, paint defects, cracked trim, damaged wheels, chipped glass, interior stains, tears, or other visible defects through written notes and photographs before work begins.

The Client acknowledges that the Service Provider is not responsible for pre-existing damage or defects identified before the detailing service.

8. Vehicle Condition

The Client understands that detailing enhances the appearance of the vehicle but cannot permanently repair paint damage, stone chips, scratches, faded paint, worn upholstery, damaged trim, rust, or other defects unless specifically included as part of the agreed service.

9. Liability

The Service Provider is fully insured and will exercise reasonable care while performing all detailing services.

The Service Provider is not liable for:

- Pre-existing damage or defects.
- Mechanical or electrical faults unrelated to the detailing service.
- Damage caused by faulty aftermarket accessories or previously repaired components.

- Loose or deteriorated trim, badges, paint, plastics, or upholstery that may become apparent during normal cleaning processes.

Any accidental damage directly caused by the Service Provider will be reported to the Client as soon as reasonably possible.

10. Personal Property

The Client is responsible for removing all personal belongings, valuables, cash, firearms, medications, and important documents from the vehicle before the appointment.

The Service Provider is not responsible for loss or damage to personal items left inside the vehicle.

11. Confidentiality

Both parties agree to keep confidential any personal information exchanged during the course of this Agreement.

Client information will not be disclosed to third parties except where required by law.

12. Governing Law

This Agreement is governed by the laws of Queensland, Australia.

13. Entire Agreement

This document constitutes the entire agreement between the Client and the Service Provider and supersedes any previous verbal or written agreements.

By signing below, the Client confirms that they have read, understood, and agree to the terms and conditions of this Vehicle Detailing Service Agreement.