

Our Terms & Conditions

1: Rights & Content

- 1.1: Prime Detailing holds the rights & contents published on our website. We reserve the right to change our price or services without notice.
- 1.2: Accepting services from Prime Detailing assumes clients have understood and accepted our terms and conditions.

2: Bookings

- 2.1: Booking arrangements can be made between the client and Prime Detailing over the phone, online or by [email](#).
- 2.2 Prime Detailing will reply to booking enquiries ASAP.
- 2.3: Final pricing will be given upon a pre-detail vehicle inspection.
- 2.4: Prior to making bookings please be aware that we need to have full access to water and electricity.
- 2.5: We cannot guarantee an exact arrival time for appointments.
- 2.6: Our completion time for detailing vehicles is estimated, and in some cases, it may take a longer to complete a job.

3: Accessories

- 3.1: Prime Detailing does not remove vehicle accessories, such as window visors, headlight covers, baby seats, or anything fitted to the vehicle that requires tools for removal.
- 3.2: The customer must remove any personal items from inside of the vehicle, including items in the boot.
- 3.3: Prime Detailing will not be held responsible for any loss or damage to clients personal items.
- 3.4: Prime Detailing does not remove seats or panels from the vehicle.

4: Payment

- 4.1: Payment for services will be paid in full after completion of all work carried out.
- 4.2: Prime Detailing has the right to request full payment at any time, prior to starting a job.
- 4.3: We accept payment by cash or credit card only. Credit card surcharges apply.

5: Public Liability

- 5.1: Prime Detailing is not liable for any oil, grease, brake dust or any other form of contamination washed off from a customer's vehicle, and is left on the property.
- 5.2: All products used by Prime Detailing are environmentally friendly.
- 5.3: Prime Detailing is not liable for any physical damage done to the customer's property that may occur while operating a motor vehicle.
- 5.4: Prime Detailing has sole discretion in determining the liability of any damage that the customer claims to have occurred while work was performed on the vehicle such as scratches, scuffs, dents, swirl marks, as they may have been there prior to work commencing.
- 5.5: It is in the customer's best interest to identify and advise of any pre-existing damage, safety or sensitive areas, such as electrical parts, computer box or engine compartment where water should not be used.
- 5.6: Prime Detailing, without the knowledge of hidden compartments, does not accept responsibility for any damage that may occur.
- 5.7: Prime Detailing does not accept responsibility for the vehicle, which already has problems prior to commencing a job. It is the customer's responsibility to get any issues fixed, prior to Prime Detailing starting work.
- 5.8: Once a service is booked through Prime Detailing either over the phone, on the website or by email, it will be taken that the customer has accepted our T&C's.
- 5.9: As part of the detailing process, Prime Detailing will use equipment, such as high-pressure machines and vacuums, which without, we cannot complete bookings. There will be noise during various detailing stages.
- 5.10: Once Prime Detailing has finished the exterior detailing, we do not guarantee how long the cleanliness will last, as this is relative to where the vehicle is parked, and its usage.
- 5.11: For interior detailing, once completed, Prime Detailing does not take any responsibility if seats and carpets are still wet, or if there is any condensation in electrical or related areas.
- 5.12: With engine cleaning, if a customer needs engine degreased and high pressure cleaned then they have to give permission to Prime Detailing, however, no liability will be taken for problems arising from this additional service.
- 5.13: Prime Detailing has the full right to ask for a vehicle key and hold it till the job is completed. Once a customer has paid in full, Prime Detailing will return the key.
- 5.14: If payment is not made, Prime Detailing has the right to retain the vehicle key until full payment is received.

6: Cancellation Fees

- 6.1: Cancelling within 1-3 days prior to a booking will incur a \$50 cancellation fee. This will be credited if a new booking is made within 7 days (subject to availability).
- 6.2: Cancelling within 24 hours of a booking, or on the day of a job, will incur a 100% cancellation fee. A 50% credit of this value will be applied to a future booking if made within 30 days of cancellation (subject to availability).

7: Refunds

7.1: Once the job is completed, the customer is given a chance to inspect the vehicle will complete full payment. Once the detailing service has been completed the customer gets legally bound to pay Prime Detailing.

7.2: We will give each customer enough time to assess our work and provide the payment. Once the sale is completed customers are not eligible for any refund. This is a service industry and once the service has been provided and completed, no refund for change of mind will be accepted.

8: Our Guarantee

8.1: Prime Detailing gives our customers a detailing service guarantee.

8.2: After the completion of the job, the customer must inspect all work carried out prior to the operator leaving, any issues that need rectifying must be done before the detailer leaves. We accept no responsibility for any issues once we have left the premises.

8.3 All Prime Detailing operators are police checked.

8.4: Prime Detailing is insured up to \$10m in public liability.

9: Pricing

9.1: A 25% surcharge will be applied to all jobs that involve excessive pet hair, urine, vomit, blood or other hazardous materials. This will be confirmed with the client prior to any work being undertaken.

9.2: Prime Detailing's final price is based on the type of vehicle, its location and the condition of the vehicle prior to detailing, which may differ from our advertised "from" pricing listed on our website.

9.3: Prime Detailing has the right to quote and charge for each vehicle, according to its condition.