

# **CJ's Automotive Disclaimer**

## **1.0 GENERAL**

This procedure lists disclaimers that clarify CJ's services and work scopes. These disclaimers support our policy of being transparent with our customers. Our trained staff detail customer cars with the greatest care possible. However, if any mechanical or electrical/electronic components fail for no reason while at our shop, CJ's will not accept any responsibility to make repairs. Examples of such failures could be windows or doors malfunctions, autos not starting, convertible roofs not working, seats locking up, electrical or screen displays failing etc.

On check-in, we ask our customers to identify and point out, before we start detailing, any components or parts already broken or in a condition about to fail. Extra care will then be taken during the cleaning process in these areas.

In any case, CJ's will not be responsible to repair near failing parts that may tear, break, or come loose in the cleaning process.

If we find defective materials or loose-fitting parts while cleaning, we may not be able to clean them properly and will advise the customer.

## **2.0 INTERIOR DETAILS / CLEANING:**

Customers are requested to clear their personal items from their vehicle before appointments. CJ's will not be held responsible for any lost items. There may be an extra charge of \$25 to remove and repack owner items left in the auto.

Glove box interiors will not be cleaned and Owner contents in glove boxes will not be disturbed.

Child car seat(s) should be removed prior to the appointment. If you wish the seat cleaned under the child seat, we are not experts in re-installing child seats to meet specifications.

For autos that have extra dog hair or dirt conditions that are greater than the average amount and take extra time to detail, there will be a surcharge. This charge can vary from \$50 (small), \$75 (medium) and \$100 (large) depending on the extra work required. The detailer working on the auto will assess this charge as the work proceeds.

CJ's normally do not clean the inside of enclosed canopies on large trucks because most owners have them filled with tools and supplies and the inside is difficult to access. If cleaning of these areas is required, it is available at an optional price.

## **3.0 EXTERIOR DETAILING / CLEANING:**

CJ's is not responsible for any paint damages during the polishing/waxing or external detailing process that may occur on painted surfaces that are aging, that are of inadequate cover/design or have started to lift or crack off the surface.

CJ's will not take responsibility for any damages to paint protective film (PPF) coverings that may occur during the washing process. We ask all customers before starting if they have any protective coatings and if so, we wash those areas with a low-pressure water hose and not a pressure washer to avoid any possible damage.

For vehicles with aftermarket window tinting, we clean the glass as carefully as possible and do not use any sharp cleaning tools. In any event, we do not take responsibility for any film that lifts or breaks during the cleaning process.

CJ's only cleans the sunroof glass surfaces with the sunroof in the closed position. We do not open sunroof windows to do any track area cleaning. The sunroof tracks are best maintained by the auto glass shops. They have the expertise to clean and re-grease the tracks and check all the drainage/lubrication systems & vents to ensure proper movement and water drainage.

#### **4.0 SPECIFIC ITEMS**

CJ's may install, as a courtesy, cabin filters that the customers supply. We will, however, not be responsible for these installations or for any subsequent repairs as a result of the installation.

CJ's will not be responsible for replacing weak or dead batteries. We avoid using any electrical devices on cars that may drain a battery, but leaving doors open during the cleaning process can drain a battery if it is in a weak state. Customers need to ensure their battery is in proper fully charged working condition.

CJ's takes care when washing and cleaning engines. There are isolated cases where electrical fuse boxes or other electrical devices are not properly sealed allowing water to penetrate and causing engine starting problems. When this occurs, CJ's requests the auto owner to bring the car back and we will do an engine drying. We are very experienced in drying and this solves most cases. CJ's will not take responsibility to pay owners service bills from others to dry the engine.

#### **5.0 CJ's HAND WASH**

A CJ's Hand Wash is a one (1) hour "maintenance wash and cleaning" designed for newer or for previously detailed vehicles. It is not meant to be a deep cleaning or detailing service. You may get a Hand Wash with any vehicle size, but keep in mind the expectation and quality are far different than a full detail appointment that can take from 5-8 hours of labor.