**Customer Experience Report and Policy**

Thank you for choosing to wash your car at our car wash. We appreciate your business.

If you ever have an unpleasant experience at our car wash, we promise to review your experience and if

the damage is shown to have been caused by improper action of either our equipment or staff, resolve

the incident quickly and professionally.

**Please follow the steps below and management will respond accordingly.**

1. Please fill-out and submit the attached form to car wash management via email at

thelocalguyscw@gmail.com . Please include your VIN number and pictures.

The form is for informational purposes only and is not an admission of responsibility

2. Please allow 2-3 business days for a response

3. Once management has reviewed your submission, management will conduct an

investigation which may include:

• A review of the recorded video for the date and time the incident occurred

• Scheduling an appointment with you at the carwash to inspect the vehicle

• Additional pictures

• Researching the damaged parts to ensure that they are factory installed

**• As a reminder, the policies, as clearly visible on signage at the carwash, state**

**that:**

**o It is not responsible for any damage to aftermarket products added to your**

**vehicle (i.e. any parts not factory installed)**

**o It is not responsible for damage to vehicles 10 years old or older**

4. Once this review is complete, management will contact you to arrange a meeting to

discuss its conclusion and provide documentation regarding its investigation.

**Customer Experience Report**

Today’s Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of experience: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vehicle Year/Make/Model/Color: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vehicle VIN#: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Has this vehicle ever been through the car wash previously: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customer description:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Important Disclosure:**

**Car Wash**

**• Is not responsible for any damage to aftermarket products added to your vehicle (i.e. any**

**parts not factory installed)**

**• Is not responsible for damage to vehicles 10 years old or older**

Car Wash takes all reported issues seriously. This form is for informational

purposes only and is not an admission of responsibility.

**Representative description:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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