

| | |
|---|----------|
| MISSION STATEMENT AT BLACKHAWK MOBILE DETAILING..... | 3 |
|---|----------|

| | |
|---------------------------|----------|
| SCOPE OF WORK..... | 3 |
|---------------------------|----------|

| | |
|--------------------------------|----------|
| Interior Detailing..... | 3 |
| Exterior Detailing..... | 3 |
| Specialized | |
| Treatments..... | 3 |
| Fleet Services..... | 3 |
| Window Tinting..... | 3 |
| Custom Solutions..... | 3 |

| | |
|-------------------------------|----------|
| CLIENT CATEGORIES..... | 3 |
|-------------------------------|----------|

| | |
|--|----------|
| Fleet and Commercial Clients..... | 3 |
|--|----------|

| | |
|----------------------------------|---|
| Service Scheduling..... | 3 |
| Payment Terms and Late Fees..... | 3 |
| Custom Contracts..... | 4 |

| | |
|---------------------------------|----------|
| Residential Clients..... | 4 |
|---------------------------------|----------|

| | |
|-------------------------|---|
| Service Scheduling..... | 4 |
|-------------------------|---|

| | |
|--|----------|
| RESCHEDULING BY BLACKHAWK MOBILE DETAILING..... | 5 |
|--|----------|

| | |
|--|----------|
| SUBCONTRACTORS AND DIRECT SERVICES..... | 5 |
|--|----------|

| | |
|-------------------------------------|----------|
| CLIENT RESPONSIBILITIES..... | 5 |
|-------------------------------------|----------|

| | |
|--|---|
| Personal Belongings..... | 5 |
| Prohibited Items and Client Liability..... | 5 |
| Access Requirements..... | |
| 6 Safety and | |
| Accessibility..... | 6 |

| | |
|--------------------------------|----------|
| REFUSAL OF SERVICE..... | 6 |
|--------------------------------|----------|

| | |
|-------------------------------|----------|
| QUALITY ASSURANCE..... | 6 |
|-------------------------------|----------|

| | |
|---------------------------------------|--|
| LIABILITY AND LIMITATIONS..... | |
|---------------------------------------|--|

| | |
|----------------------------|----------|
| 6 ENVIRONMENTAL | |
| RESPONSIBILITY..... | 6 |

| | |
|----------------------------|----------|
| PRIVACY POLICY..... | 6 |
|----------------------------|----------|

| | |
|------------------------------|----------|
| LEGAL COMPLIANCE..... | 7 |
|------------------------------|----------|

| | |
|----------------------------------|----------|
| AMENDMENTS TO POLICY..... | 7 |
|----------------------------------|----------|

Mission Statement At Blackhawk Mobile Detailing, we are dedicated to delivering exceptional mobile car detailing and window tinting services that enhance and protect the vehicles our clients cherish. We take pride in our commitment to quality, professionalism, and customer satisfaction, offering customized solutions tailored to meet diverse needs while upholding high standards of service and environmental responsibility.

Scope of Work

We provide a wide range of car detailing and related services designed to meet the specific needs of our clients. The services outlined below are representative but not exhaustive, as we are happy to discuss customized options:

Interior Detailing: Comprehensive cleaning, leather conditioning, stain removal, and odor treatment to restore and maintain the interior's appearance and comfort.

Exterior Detailing: Careful hand washing, wax application, temporary ceramic coatings, and paint protection to preserve and enhance the vehicle's exterior.

Specialized Treatments: Anti-road salt treatments, plastic and trim conditioning, and glass cleaning (both interior and exterior).

Fleet Services: Ongoing or contract-based detailing for commercial Fleets, company vehicles, or municipal accounts.

Window Tinting: Professionally applied tint to improve privacy, reduce UV exposure, and enhance aesthetics.

Custom Solutions: We are happy to consider specific requests to meet unique vehicle needs, subject to consultation and feasibility.

Please note that this list is illustrative and does not constitute a guarantee of any particular service. Service availability may vary based on location, vehicle condition, and contractual terms.

Client Categories

Fleet and Commercial Clients

Clients under recurring service agreements, such as businesses, municipalities, or organizations with Fleet vehicles.

Service Scheduling: Clients agree to adhere to the schedules set forth in their service agreements. Modifications to schedules require advance notice, typically 10 days or as specified in the agreement. Special accommodations may be considered based on availability and operational feasibility.

Payment Terms and Late Fees (for commercial, private, and residential clients): Payment methods include credit/debit cards, Apple Pay, Google Pay, in some cases pre-approved with Blackhawk Mobile Detailing checks, and other options detailed in individual agreements.

A processing fee of 2.90% + \$0.30 will be applied to all credit and debit card payments. To avoid this fee, you may pay via in-person using cash or check.

Payment terms for Fleet and Commercial Clients are outlined in their individual agreements, including due dates and methods of payment. In the event of late payments:

(For commercial and private clients) A late fee of 15% of the overdue balance, or a higher rate if specified in the agreement, will be applied.

(For both commercial and residential clients) A fee varying on the job will be applied for unusual working conditions (above 95 or below 35 degrees fahrenheit) (Rain, Hail, Snow). Fee varies from \$45 to \$600 for commercial clients.

(For residential clients) A late fee of \$50 will be added to the overdue balance, or a higher rate if specified in the agreement, will be applied

Deposits Are Non-Refundable

All deposits paid at the time of booking are non-refundable. This policy ensures fairness to both parties and secures your appointment with Blackhawk Mobile Detailing.

Should further action become necessary to recover unpaid balances, additional fees, including but not limited to court costs, filing fees, or collection agency charges, will be added to the outstanding balance. These measures are in place to ensure fairness and compliance for all parties involved.

Custom Contracts: Fleet or commercial agreements may include tailored terms to reflect the unique requirements of the client's business. These terms will be explicitly detailed in the service agreement.

Residential Clients (Non-Contracted)

Clients booking services on an as-needed basis for personal vehicles.

Service Scheduling: Residential clients may schedule appointments through our website or by contacting us directly. Confirmations must be made at least 24 hours in advance. Cancellations without sufficient notice may result in a fee to cover lost scheduling opportunities.

Appointment Booking and Cookie Policy: By booking an appointment, clients acknowledge and accept the use of cookies to facilitate the proper connection to the nearest detailer available at the scheduled time. If cookies are not accepted, Blackhawk Mobile Detailing reserves the right to reschedule the appointment to an available time. Clients who have paid a deposit but do not provide a specific rescheduling date will retain their appointment credit for up to one year from the original booking date. Within this period, clients may contact us to reschedule their appointment for any available time.

Bi-Monthly Plans: For residential clients enrolled in bi-monthly plans:

Services will be performed on the dates agreed upon or as rescheduled with 5 days' notice, provided the new date and time are available. Clients can choose any two days of the month for their services, as long as they provide 5 days' advance notice and the selected date/time is available. Clients are billed once per calendar month for both services, regardless of whether one or both services are performed in the month. This structure functions as a subscription, and payment obligations remain the same even if services are skipped.

Clients must sign a form agreeing to these terms. The agreement is valid for 6 months and will auto-renew for another 6-month period unless canceled.

Clients may cancel the subscription at any time for the following month, provided notice is given at least 1 week before the new month begins. Cancellation will result in billing for the current month and any remaining charges owed.

Clients are informed that changes to the location of service may necessitate rescheduling if adequate travel time is not available or if access to water electricity at the new location is not provided.

In some cases, access to water and electricity may not be required, but this must be discussed and confirmed beforehand.

Rescheduling by Blackhawk Mobile Detailing: Blackhawk Mobile Detailing reserves the right to reschedule appointments due to unforeseen circumstances such as inclement weather, vehicle troubles, traffic delays, or equipment issues. We will make every effort to notify clients promptly and arrange for a convenient alternative time.

Subcontractors and Direct Services

Blackhawk Mobile Detailing employs a combination of highly trained in-house professionals and subcontractors to deliver our services. Subcontractors are carefully selected, vetted, and trained to ensure that they meet our high standards of quality and professionalism. Regardless of who performs the work, clients can trust that their vehicles will be treated with the utmost care and expertise.

Client Responsibilities: We strive to create a seamless and positive experience for all clients. To ensure this, we ask clients to observe the following guidelines:

Personal Belongings: Clients are encouraged to remove all personal items from their vehicles before service. While we handle each vehicle with care, Blackhawk Mobile Detailing cannot be responsible for items left in the vehicle.

Prohibited Items and Client Liability: To ensure the safety and efficiency of our team, as well as the quality of service, the following items must not be present in the vehicle at the time of service:

Firearms or other weapons. Flammable or combustible materials. Illegal substances or paraphernalia.

Hazardous chemicals or materials.

Medical waste or biological hazards.

Items contaminated with mold, mildew, or pests.

This list is not exhaustive and may include other items deemed unsafe or inappropriate by our team. If items are discovered:

Blackhawk Mobile Detailing reserves the right to halt or decline service.

The client may be held responsible for damages, health risks, or safety issues resulting from the presence of these items. This includes potential costs associated with mitigating risks or addressing damages.

We are committed to working with clients to resolve any concerns while maintaining a safe and professional environment for all parties.

Access Requirements: To facilitate effective service, clients must provide access to a water spigot and electrical outlet when necessary. If these are not provided, Blackhawk Mobile Detailing reserves the right to cancel the job.

Safety and Accessibility: Clients must ensure that the service location is safe, accessible, and free of hazards. If conditions prevent safe operations, services may need to be rescheduled.

Refusal of Service: Blackhawk Mobile Detailing reserves the right to decline or discontinue service if:

A client's behavior is aggressive, threatening, or otherwise inappropriate. Reasonable concerns arise regarding the client's ability or intent to pay for services rendered. Prohibited items or unsafe conditions are identified in or around the vehicle. Access to required resources, such as water or electricity, is not provided.

We make every effort to address and resolve concerns professionally. Decisions to decline or discontinue service are not made lightly and will be documented for transparency.

Quality Assurance

Our goal is to exceed client expectations with every service. If a client is dissatisfied, they must notify us within 24 hours of service completion. We will evaluate the concern and determine whether rework or other corrective measures are appropriate.

Liability and Limitations

Pre-existing Conditions: Blackhawk Mobile Detailing is not responsible for addressing or repairing pre-existing damage to the vehicle, including scratches, dents, or permanent stains.

Service Limitations: While we employ advanced techniques and products, certain issues, such as deeply embedded stains or tar, may not be fully resolved. We communicate these limitations openly and transparently.

Environmental Responsibility

We are committed to environmentally responsible practices, using eco-friendly products and water-saving techniques that comply with regulations in California and Nevada.

Privacy Policy

We respect the privacy of our clients. Personal information is used solely for communication and service delivery. We do not share client data with third parties without explicit consent, except as required by law.

Legal Compliance

This policy complies with all applicable laws and regulations in California and Nevada. It is subject to updates to reflect changes in legal requirements or operational practices.

Amendments to Policy

Blackhawk Mobile Detailing reserves the right to amend this policy. Clients will be notified of significant changes in a timely manner.