



Policies, Terms and Conditions

When booking online, by email, or via phone with Greener's Detailing Auto Care, you should read and agree to the terms and conditions of the booking prior to making an appointment. Once an appointment has been made, you are bound under the terms and conditions herein.

Booking Terms & Conditions

- Customers should remove all personal belongings, money, and other significant items from their vehicle prior to any type of detailing. Any found items will be placed in a clear plastic bag and placed on the passenger seat after services are rendered
- Greener's Detailing Auto Care will not accept any liability for any loss or damage to any personal property including the vehicle being serviced or any belongings contained inside of the vehicle
- You must disclose to us all defects, damage, or weakness in your vehicle, known or suspected by you, which may be affected by the services prior to our commencing with the cleaning process.
- All vehicles are cleaned at the customers own risk and must be able to withstand normal cleaning processes.
- When we clean the headliner and sun-visors as part of our detail packages, it is always necessary to remove your garage door opener and 407ETR transponder; they will always be placed in the glove box. Additionally, please remove all child seats and seat coverings as well as any window screens prior to drop off. Additional surcharge for the removal of these items.
- Greener's Detailing Auto Care or its vendors do not accept liability for discharged batteries during or after the service has been completed. Please inspect your vehicle after the service is rendered to assure all interior lights, headlights, or running lights have been turned off.
- Whilst every effort will be made to keep scheduled bookings to the requested arrival window, unforeseen circumstances may cause lateness and are done so without voiding our cancellation policy.
- We reserve the right to alter or move a booking in line with staffing levels and/or weather conditions and /or machinery or equipment failure.
- Our detailing times are an estimate only. Each vehicle is different and may require more or less time to fulfill the detailing type
- We reserve the right to use any independent contractor to undertake your auto detailing and may need to change the detailer at short notice without penalty. Sperate documentation will be provided in this event.
- We reserve the right to take a debit or credit card details to secure the booking. Debit/Credit cards shall be processed by SQUARE.COM. You are also agreeing to SQUARE.COM terms and conditions.
- All orders placed require address, package, and vehicle condition verification. Service requests are not guaranteed at time of booking and may be cancelled at anytime at the sole discretion of Greener's Detailing Auto Care. Greener's Detailing Auto Care reserves the right to refuse service to anyone.
- Greener's Detailing Auto Care reserves the right to refuse or deny customer demands above and beyond the booked detailing
- Greener's Detailing Auto Care will not tolerate any verbal or physical abuse towards any of its staff under any circumstances and will take the relevant actions should any such behaviors be encountered





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Pricing Terms & Conditions

- Unless otherwise stated on the invoice, payment is due on the same day of service. If payment is not made on the due date, Greener's Detailing Auto Care may charge interest on the overdue amount calculated on a bi-weekly basis from the due date until actual payment. Interest will be compounded biweekly at 15%.
- Contact will be attempted twice weekly by either phone, email, or postal mail to resolve outstanding balance. After repeated attempts to contact fail third-party collection options may be deployed.
- Greener's Detailing Auto Care reserve the right to charge an hourly rate of \$60 (or proportion thereof) for any work that is not within the boundaries of the booking
- A surcharge starting at \$20 will be applied to all jobs that involve excessive pet hair, urine, vomit, blood, feces, or other hazardous materials.
- Prices are based on detailing type, type of vehicle and condition of the vehicle and will be advertised as a FROM price.
- Greener's Detailing Auto Care reserves the right to charge each vehicle according to its condition.
- Greener's Detailing Auto Care reserves the right to amend any price prior to the detailing should it differ from the original estimate
- Prices online do not include taxes and are subject to them.
- Greener's Detailing Auto Care may employ a third-party debt collection agency. Should payment not be made, the overdue debt will be recovered through said third party agency. You will also be liable to pay all expenses and costs (including legal costs as between solicitor and client) in relation to the recovery or attempted recovery of any overdue amount.

Communications

- Greener's Detailing Auto Care will send you SMS text messages to confirm your service request and to conduct a customer satisfaction survey after the job is completed. Depending on your mobile phone service, you may incur costs from these SMS text messages from your mobile phone service provider. Greener's Detailing Auto Care is not responsible for any of these potential costs.
- If your service request is matched to a outside-provider, your name, phone number, service address and vehicle information may/will be shared with that service provider.
- Greener's Detailing Auto Care may call you directly to schedule your service or conduct a customer satisfaction survey. In the event of a canceled request, we may call you to inquire about your reasons for canceling.
- All inbound and outbound customer service calls may be recorded for quality assurance.

Our Service Terms & Conditions

- We may ask you where you heard about Greener's Detailing Auto Care in order to gauge our marketing strategies
- We may conduct customer satisfaction surveys
- We must have permission to hold a debit or credit card information to secure a regular booking and we will charge the card after each visit.
- We reserve the right to charge a debit or credit card the full amount should the vehicles(s) not be available for cleaning and the booking has not been cancelled in advance (see cancellation policy)





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Cancellation Terms & Conditions

- We require 24 hours notice to cancel any booking/detailing service.
- Failure to provide 24 hours advance notice of cancellation will result in a minimum charge of 50% of "The In and Out, The Mini Clean, The ½ Monty and The Full Monty, and the Motorcycle Detail" and 25% of other services cost.
- Same day cancellations will incur a charge of 100% of the service cost. With little exceptions
- Greener's Detailing Auto Care reserve the right to take full payment if a booking is cancelled on the same day without prior agreement.
- Greener's Detailing Auto Care reserves the right to alter or amend a booking time/date without penalty but wherever possible will let the customer know.
- Greener's Detailing Auto Care reserves the right to alter a booking or move a booking in accordance with its staff levels, weather conditions and/or equipment failure without penalty to the company.
- Failure to be present at the time of the ordered service will result in the full value of the service being charged.

Service Guarantee

- If there is probable and clear cause that the service technician did not fulfill the package as ordered or there is clear evidence of poor craftsmanship, we will at our cost refund or redo the uncompleted or unsatisfactory portion of the service.
- Cleaning or repairing the vehicle personally or professionally after the initial service without authorization from Greener's Detailing Auto Care voids our Service Guarantee. Redos, refunds, or reimbursements will not be made after any unauthorized cleaning or repairs.
- Refusing a redo appointment for the unsatisfactory portion of your service limits any refunds to 20% of the value of your service.
- Failure to disclose at the time of booking any conditional issues that involve heavy stains, foul odors, human or animal biological waste, mold, mildew, chemical spills, chemical overspray, or any other hazardous materials voids our service guarantee. No refunds, redos, or any additional work will be performed outside of the original package or estimate.
- Some issues may require services beyond those you ordered. Refusing the services recommended by customer service or your on-site technician may invalidate the service guarantee.
- Only services included in your order and additional services authorized by Greener's Detailing Auto Care are covered under our service guarantee. Any services not authorized by Greener's Detailing Auto Care are at customer's own risk.
- Payment is due at the completion of your service. Refusal or failure to pay for your service invalidates our service guarantee and any redo services or discounts are at the sole discretion of Greener's Detailing Auto Care
- Any claims must be filed within 48 hours of the completion of the service by emailing (Greensdetailing@gmail.com). Pictures of the unsatisfactory portion of the service must be emailed to Greensdetailing@gmail.com within 24 hours of the claim being made.





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Gift Certificates

- For payer verification purposes, Gift Certificates have a 48-hour holding period before they can be redeemed for services.
- Gift Certificates can only be used once per vehicle per service.
- Gift certificates cannot be combined or redeemed with any other additional discounts, coupons, or promotions.
- The final price for services rendered may exceed the value of this gift certificate.
- Additional charges may apply to the redeemer if they choose a package that exceeds the cash value of their gift certificate.
- Additional surcharges for excessive pet hair, biological waste, other hazardous materials, larger vehicles, excessive damage, or other issues may apply.
- Gift certificates reflect a cash value. Prices for services may adjust due to seasonality, location, inflation, or demand.
- Any balances for services ordered are due at time of service and do not include additional services, tax, or gratuity.
- In the event the redeemer is not covered by the Greener's Detailing Auto Care a refund will be issued to the original payment method used at time of purchase.
- Gifts Certificates are valid for 12 months from date of purchase

Additional Policies

Privacy Policy

Greener's Detailing Auto Care respects the privacy of our clients. We will not sell any of our clients' information. We will never share any information you provide to us over the website, by phone, E-mail, or in person. Please rest assured that any information given to us stays with us.

NO THIRD PARTIES

Nothing in this agreement is intended to, nor shall it confer any rights on a third party.

NOTICES

Any notice to be given by either party to the other may be served orally or by email or post to the address of the other party as set out on the Customer's invoice or such other address as such party may from time to time have communicated to the other in writing, and if sent by email shall unless the contrary is proved be deemed to be received on the day it was sent, if sent by fax shall be deemed to be served on receipt of an error free transmission report, if given by letter shall be deemed to have been served at the time at which the letter was delivered personally or if sent by post shall be deemed to have been delivered in the ordinary course of post.

SEVERABILITY

If any provision of these conditions is held invalid, illegal, or unenforceable for any reason by any Court of competent jurisdiction such provision shall be severed, and the remainder of the provisions herein shall continue in full force and effect as if they had been agreed with the invalid illegal or unenforceable provision eliminated.

