



Down2Shine Detailing LLC

Terms and Conditions

We, Down2Shine Detailing LLC, a mobile detailing service company in the State of California, provide professional detailing services under the following terms and conditions. By providing a signature on page 3, you agree to all terms outlined below. Please read these terms carefully before proceeding with our detailing services.

Services offered:

We offer detailing services which include but are not limited to deep cleaning interiors, shampoo cleaning, paint corrections, wax and polishing, restorations, and steam cleaning.

Our philosophy is to offer a stress-free detailing experience for our clients. Your vehicle and performing proper detailing techniques are our priority.

We will not perform any service that shows the potential to cause harm or damage to your vehicle.

Detailing Appointments:

- Customers should remove all personal belongings, money and other significant items from their vehicle prior to any type of detailing.
- **Child seats will be removed by Down2Shine Detailing, LLC. However, Down2Shine Detailing, LLC does not reinstall any child seats and is not responsible for the safety of any persons or child after having received detailing services from our company.**
- Down2Shine Detailing, LLC **will not accept any liability for any loss or damage to any personal property including the vehicle being serviced,** any belongings contained inside or outside of the vehicle or to the location of service. Assure that your vehicle is being serviced in a lawful and safe area and if you feel otherwise please communicate your concerns with your detailer.
- **All vehicles are cleaned at the customers own risk and must be able to withstand normal cleaning processes.**
- Our detailing times are an estimate only. Each vehicle is different and may require more or less time to fulfill the detailing type.
- Debit/Credit cards shall be processed by Square secure payment processing.
- Down2Shine Detailing, LLC reserves the right to refuse or deny customer demands above and beyond the booked detailing.
- **Down2Shine Detailing, LLC 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.**

Imperfections Inherent to Vehicle Paint

Vehicle paint is susceptible to imperfections over time, including but not limited to:

- Swirls and scratches (caused by washing, drying, or environmental factors)
- Clear coat etching (bird droppings, water spots, etc.)
- Oxidation (fading and dullness)
- Underlying paint damage (through prior repairs or neglect)

Limitations of Paint Correction Services

Our paint correction services aim to significantly improve the appearance of your vehicle's paint by removing or minimizing imperfections. However, there are limitations to these services:

- Complete removal of all imperfections may not be achievable. Depending on the severity and depth of the damage, some imperfections may be minimized but not eliminated.

- Certain types of damage may require repainting the car. Down2Shine Detailing LLC does not offer body work and you will need to take your car to an auto body shop.
- Prior repairs or underlying paint damage may affect the results. It is the customer's responsibility to let us know if prior repairs or paint work has been done to the car prior to letting us perform a paint correction.

By booking a paint correction service, you acknowledge and accept the limitations described above. We will discuss the condition of your vehicle's paint and the expected results before commencing any work. You are free to ask questions and request clarification on the limitations or potential outcomes.

Early Departure

In the event that a customer finds it necessary to leave the detailing location where their car is being serviced with Down2Shine Detailing, LLC before its completion, the following terms apply:

- **Full Payment Requirement:** Customers departing before the conclusion of the detailing service are required to make full payment on-site. This payment is to be settled promptly to ensure a seamless transaction.
- **Immediate Service Cessation:** Should the customer choose to remit payment on-site and opt to conclude the detailing service prematurely, Down2Shine Detailing, LLC reserves the right to cease the service immediately. This measure is implemented to facilitate efficient operational management.
- **Deposits:** In the event a customer doesn't pay the company prior to leaving but has already paid a deposit. It is important to remember that the deposit is non refundable.

Guarantee

If there is probable and clear cause that the service detailer did not fulfill the service(s) as ordered or there is clear evidence of poor craftsmanship, we will at our cost apply credit to the customer's account for the next visit.

Cleaning the vehicle, personally or professionally after the initial service without prior agreement with Down2Shine Detailing LLC, voids our Service Guarantee. Redo's or Credit will not be made/given after any unauthorized cleaning.

- 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 redo's 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 your on-site detailer may invalidate the service guarantee.

- Only services included in your order and additional services authorized by Down2Shine Detailing, LLC are covered under our service guarantee. Any services not authorized by Down2Shine Detailing, LLC are at the 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 Down2Shine Detailing, LLC.

Any claims must be filed within 24 hours of the completion of the service by phone or email Support@down2shine.com. If emailed, it is your responsibility to provide all information for us to pull up the customer account. You must also provide clear pictures of the vehicle in the email.

Waiver and Indemnity

The customer waives any claims against Down2shine Detailing LLC for damages or injuries arising from our detailing services, excluding damages caused by gross negligence or intentional misconduct.

The Customer agrees to indemnify and hold harmless Down2Shine Detailing LLC from any claims, liabilities, or expenses arising from our detailing services.

Governing Law

These terms and conditions shall be governed by and construed in accordance with the laws of The State of California where the event is taking place, without giving effect to any choice of the law or conflict of law provisions.