
Reedcorp LLC. DBA Car Spa Pro Standard Terms of Services and Conditions

Effective Date: May 3, 2025

Last Updated: May 3, 2025

At Car Spa Pro, we're dedicated to providing exceptional automotive detailing and restoration services while ensuring a seamless and professional experience for our customers. By booking a service with Car Spa Pro, you agree to the following terms and conditions, which outline our expectations, procedures, and responsibilities. These terms apply to all services, including but not limited to detailing, restoration, and repairs, as listed on carspapro.com.

1. Booking and Scheduling

- **Appointment Booking:** All services must be booked in advance through carspapro.com, by phone at 832-985-1221, or via email at support@carspapro.com. Walk-in appointments are subject to availability.
 - **Service Availability:** We operate Monday through Saturday, 9:00 AM to 7:00 PM. Appointments outside these hours may be accommodated by special request, subject to an additional fee.
 - **Preparation:** Customers are required to remove all personal items from their vehicle prior to the service. Car Spa Pro is not responsible for items left in the vehicle.
 - **Vehicle Condition:** We reserve the right to refuse service if a vehicle poses a safety hazard (e.g., excessive mold, structural damage, hazardous materials) or requires repairs beyond the scope of our services. In such cases, we will recommend alternative solutions and may charge a \$25 inspection fee if the appointment is canceled on-site.
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2. Payment Terms

- **Pricing:** Service prices are as listed on carspapro.com or provided during the booking process. Current rates include:
 - Full Interior Detailing - Car or Truck: \$99
 - Exterior Wash and Wax: \$45
 - Ceramic Coating Application: \$230
 - Paint Correction - Car - Spa Basic: \$180; Spa Pro: \$400

- Paint Correction - Truck - Spa Basic: \$210; Spa Pro: \$450
- Headlight Restoration: \$50
- Engine Bay Cleaning - Classic Car/Truck: \$80; Modern Car/Truck: \$50
- Odor Removal Service: \$75
- Body-Off Restoration (Partial or Full): \$80/hour
- Motorcycle Detailing: \$80
- Pre-Sale Vehicle Preparation - Spa Basic: \$220; Spa Pro: \$450
- Paintless Dent Repair (PDR) - Spa Basic: \$38 per dent; Spa Pro: \$250 for multiple dents
- Payment Timing: Full payment is due upon completion of the service, prior to vehicle pickup or delivery (for mobile services).
- Accepted Payment Methods: We accept credit/debit cards (Visa, Mastercard, American Express), mobile payments (Apple Pay, Google Pay), and cash. Checks are not accepted.
- Additional Fees: Additional charges may apply for excessive cleaning needs (e.g., pet hair, heavy stains) or add-on services requested during the appointment. These will be communicated and approved by the customer before proceeding.
- Non-Payment: Failure to pay for services rendered may result in legal action to recover the owed amount, including associated fees and interest, as permitted by Texas law.

3. Cancellations and Rescheduling

- Cancellation Policy: Cancellations must be made at least 24 hours before the scheduled appointment by contacting us at 832-985-1221 or support@carspapro.com.
- No-Show Policy: Failure to show up for a scheduled appointment without prior notice ("no-show") will result in a \$50 no-show fee, charged to the payment method on file.
- Rescheduling: You may reschedule your appointment at no additional cost if done 24 hours in advance. Same-day rescheduling may incur a \$25 fee, depending on availability.
- Late Arrivals: If you arrive more than 15 minutes late for your appointment, we may need to reschedule, and a \$25 rescheduling fee may apply.

4. Customer Conduct

- **Respectful Behavior:** We expect all customers to treat our staff, property, and other clients with respect. Verbal or physical abuse, harassment, or disruptive behavior will not be tolerated and may result in termination of service without refund.
- **Vehicle Access:** Customers must provide access to the vehicle (e.g., keys, unlocked doors) at the scheduled appointment time. Failure to do so may result in rescheduling and applicable fees.
- **Safety Compliance:** Customers must follow any safety instructions provided by Car Spa Pro staff, such as staying out of active work areas during service.

5. Service Standards and Liability

- **Quality Commitment:** Car Spa Pro strives to deliver high-quality detailing and restoration services, as outlined in our service descriptions. We use industry-standard products and techniques to ensure the best results.
- **Pre-Existing Conditions:** We are not responsible for pre-existing damage to your vehicle, such as scratches, dents, or interior wear. Customers are encouraged to inspect their vehicle before and after service and report any concerns immediately. We will make a good faith effort to identify, document, and share any pre-existing conditions observed prior to, or during, or after the completion of work.
- **Damage Claims:** In the unlikely event that damage occurs during our service, claims must be reported within 24 hours of service completion. Car Spa Pro will investigate and, if found liable, repair or compensate for the damage at our discretion, up to a maximum of \$500.
- **Personal Items:** We are not liable for loss, damage, or theft of personal items left in the vehicle. Please remove all belongings prior to your appointment.
- **Warranty:** Detailing services (e.g., Exterior Wash and Wax, Ceramic Coating Application) come with a 7-day satisfaction guarantee—if you're not satisfied, we'll re-clean the affected area at no additional cost, provided the issue is reported within 7 days. Restoration services (e.g., Body-Off Restoration) are warranted for 30 days against defects in workmanship.

Other agreements for warranty of work may be accommodated, but such agreements will only be considered to be valid if documented and signed by the customer and a principle of Reedcorp LLC. DBA Car Spa Pro.

6. Privacy and Data

- **Personal Information:** We collect customer information (e.g., name, contact details, vehicle information) to process bookings, provide services, and communicate updates. This information is stored securely and used in accordance with our Privacy Policy, available on carspapro.com.
- **Marketing Communications:** By booking with us, you agree to receive appointment reminders, promotional emails, or SMS from Car Spa Pro. You may opt out at any time via the unsubscribe link in our communications.
- **Photos and Media:** We may take before-and-after photos of your vehicle for quality assurance and marketing purposes. These will not include personally identifiable information unless you provide explicit consent. If you prefer we not photograph your vehicle, please notify us at the time of booking.
- Our primary means of marketing include creating videos of our work for the purpose of distribution on various social media websites, and for use in online advertising. These will not include personally identifiable information unless you provide explicit consent. If you prefer that Car Spa Pro not create video recordings of your vehicle for the uses described above, please notify us at the time of booking.

7. Mobile Service Terms (If Applicable)

- **Mobile Service** is not available for all services.
- **Service Area:** Mobile services are available within a 25-mile radius of Houston, TX. Additional fees may apply for locations beyond this radius.
- **Space Requirements:** Customers must provide a suitable workspace for mobile services, including access to water, electricity (if needed), and a flat, safe area for our team to work. Failure to provide adequate space may result in rescheduling or cancellation.
- **Weather Conditions:** Mobile services are weather-dependent. In the event of inclement weather (e.g., heavy rain, storms), we may reschedule your appointment at no additional cost.

8. Refunds and Disputes

- **Refunds:** Refunds are not provided for completed services unless Reedcorp LLC. DBA Car Spa Pro fails to deliver the agreed-upon service, as determined

by our team. In such cases, a partial or full refund may be issued at our discretion.

- **Dispute Resolution:** In the event of a dispute, customers are encouraged to contact us directly to resolve the issue. If a resolution cannot be reached, disputes will be governed by the laws of the State of Texas, and both parties agree to mediation before pursuing legal action.
- **Service Refusal:** Reedcorp LLC. DBA Car Spa Pro reserves the right to refuse service to any customer who violates these terms, poses a safety risk, or requests services beyond our scope.

9. Changes to Terms

- Reedcorp LLC. DBA Car Spa Pro reserves the right to update or modify these terms at any time. The most current version will be available on carspapro.com. Customers are responsible for reviewing these terms prior to booking a service.

Contact Us

If you have any questions about our terms, services, or policies, we're here to help:

- Call or text: 832-985-1221
- Email: support@carspapro.com
- Website: carspapro.com

Thank you for choosing Reedcorp LLC. DBA Car Spa Pro. We look forward to making your vehicle shine mean!
Drive clean. Shine mean.