

CB Valeting & Detailing Terms & Conditions

1. Terms:

Once your booking is confirmed, you are accepting the terms set out below.

2. Amendment of terms:

These terms are subject to change at any time and are effective upon posting on the website. It is advised you check back regularly in the case of any amendments.

3. Prices

3.1) Our prices are guidelines, if upon arrival it is deemed that there are excessive levels of pet hair, vomit, bodily matter or anything that requires extra time to rectify that has not previously been disclosed CB Valeting & Detailing reserve the right to apply a surcharge.

3.2) Travel is included for the first 30 minutes, excess of 30mins will be charged at £20p/h both ways.

4. Booking and Cancellation:

All bookings are subject to a 20% deposit, if the deposit is not received your booking is not confirmed. Deposits are non-refundable but are transferable if 48 hours' notice is given. This also gives you, the customer, the complete confidence and piece of mind that your booking is confirmed and your appointment date is blocked off in the diary.

5. Timings:

Estimated times of arrival and service completion may be provided, these are only estimates. We do not guarantee that bookings will be started or completed within the estimated times.

6. Cancellation due to Weather:

CB Valeting & Detailing carry out car care services all year round, on some occasions, the weather prevents us from pursuing our duties. If no sheltered work area is available, bad weather may regrettably force us to cancel. We will contact you by phone or email to confirm the cancellation and to re-schedule a more suitable appointment at no cost.

7. Service Delivery:

7.1) It is the customer's responsibility to ensure your vehicle is in a reasonable condition by removing excess items, personal belongings and child car seats (if

applicable) from the interior and boot area. Items that may resemble rubbish could be considered disposable and therefore removed and disposed of. CB Valeting & Detailing will not be held responsible in such a situation.

7.2) We will require suitable parking for our van and sufficient space for all vehicles to be worked on with doors fully open.

7.3) We will require an electricity supply at your chosen location to carry out any work.

7.4) We carry water onboard, however in some situations we may need access to extra water.

8. Engine Cleaning:

CB Valeting & Detailing will take no responsibility for any damage caused by washing/cleaning an engine compartment, the process will be discussed with the customer prior to the service being carried out but is solely at the customer's risk.

9. Upon completion:

Whilst every effort is made to ensure that valeting and/or detailing services are carried out to the highest standard and to the best of our ability, customers are requested to check the vehicle on completion. If there is any cause for dissatisfaction, customers are asked to point out the discrepancy to a member of our team, who will endeavor to correct it at that time and to the best of their ability. Making payment is declaration that you, the customer, are happy with the service and condition of the vehicle, post cleaning. No responsibility can be accepted by CB Valeting & Detailing for omissions of service, discrepancies or damage detected after our team have left the customers premises.

10. Payment:

Payment is due upon completion of works. Our preferred method of payment is cash or bank transfer, however we do also accept card payments.

11. Reservation of rights:

Any rights not expressly granted in these terms and conditions are reserved.

12. Liability:

Nothing in these terms and conditions excludes or limits our liability for death or personal injury arising from our negligence, our liability for fraudulent

misrepresentation, or any other liability which cannot be excluded or limited under applicable law. Nothing in these terms and conditions affects your statutory rights.

13. Information security:

The transmission of information via the internet is not completely secure. Although we take the steps required by law to protect your information, we cannot guarantee the security of your data transmitted to the website; any transmission is at your own risk.

14. Privacy Policy:

We are committed to protecting your privacy and security. All personal data that we collect from you will be processed in accordance with our Privacy Policy. You should review our Privacy Policy