

VEHICLE TERMS

PLEASE NOTE In all cases and at all times, we're acting in the best interests of your car and will work with undivided care and attention to achieve the best result possible. In the rare occasion of a defect not being discovered pre booking, upon initial inspection, pre wash, post wash or after the detail itself Pro Evo Detailing will not be held responsible or liable whatsoever. We will not be held responsible if work cannot be completed due to factory paint or previous repair work failing, undisclosed information, or factors that could not be reasonably foreseen or prevented.

INTERIOR DISCLAIMER

If your interior is heavily soiled with mud, loose rubbish, pet hair, mould, vomit or blood, additional charges WILL apply. To avoid disappointment on the day we advise if you have any of the above it is your responsibility to let us know immediately. We kindly ask if you can send a few select pictures before so that we can provide a fair estimate for the additional time it will require.

3.1 Vehicles left with Pro Evo Detailing will not be driven. Vehicles however will need to be manoeuvred from the wash bay inside the studio and in some cases 100yds to help dry the brake discs (this prevents discs from turning orange) unless expressly agreed with you. Whilst in our care, the vehicle will be fully comprehensively insured against theft or damage, underwritten by our Insurer

3.2 Pro Evo Detailing will not be held responsible for faults that develop on the car, whilst in our care, that are unrelated to any work we have done. For example, air bag lights (where interior has not been removed) and engine light illumination. In these events, we will inform you as soon as possible.

3.3 Pro Evo Detailing will not be held responsible if work cannot be completed due to previous repair work, undisclosed information, or factors that could not be reasonably foreseen or prevented. Pro Evo Detailing will not be held responsible for any subsequent loss caused by work not completed within the originally agreed timescale, nor will you be liable for compensation.

Pro Evo Detailing will take every care and reasonable precaution to safeguard your vehicle from damage or theft.

GUARANTEE

4.0 Due to the nature of our work, we do not offer or imply any sort of guarantee or warranty. We are happy to offer advice on how to care for your vehicle following a detail, but cannot be held responsible for your actions, or any subsequent damage caused to the finish, directly or indirectly by yourself (eg. taking your vehicle through a car wash).

BY MAKING A BOOKING YOU AGREE TO OUR STANDARD TERMS AND CONDITIONS AS SET OUT HERE.

BOOKINGS, PAYMENTS & CANCELLATIONS

1.0 At the time of booking a Pro Evo Detailing service, a deposit payment of £50 is required. Deposits for detailing and coating packages are 25% of the overall price. This can be made by cash, bank transfer, or credit/debit card. Deposits not received within a reasonable time frame will result in dates being offered to other clients.

1.1 You may amend the time, date, or cancel your booking, and receive a full refund, up to 72hrs before the date of the booking. This date will be stated on the invoice supplied for your deposit. After 72hrs no refund will be offered, and the deposit cannot be transferred to another date. To make a new booking, a new deposit will be required.

1.2 Payment of the balance due will be required within 1 day of completing the work. There are no exceptions to this. Payment can be made by credit/debit card, cash, or by bank transfer in advance (cleared funds must reach our account before your vehicle will be released).

1.3 Where work is being carried out to correct a problem caused by a Third Party, Pro Evo Detailing respectfully requires that you make full payment upon completion of the work, and it is your responsibility to reclaim your costs from the Third Party.

1.4 If, as part of a detail, work is to be carried out by one of our carefully chosen partners (e.g. wheel refurbishment, etc), we reserve the right to request partial or full payment for that part of the booking in advance.

1.4.1 There may be occasions where additional work is required beyond what was initially quoted, and couldn't reasonably be identified or foreseen at the time of booking. For example, during wheel refurbishment, it may be found a wheel needs straightening, or due to tyre pressure monitoring systems, a sensor (or sensors) may need to be renewed. We will endeavor to contact you immediately when we are made aware of this, but any additional costs shall be your responsibility, and Pro Evo Detailing shall not be liable for these.

1.5 Prices advertised on the site do not account for seasonal and market fluctuations and therefore should be used as a guideline. We aim to quote the prices advertised, but there will be occasions where this isn't possible.

1.6 If you're a client on the Pro Evo Detailing maintenance or irregular maintenance platform and you cancel the booking 48 hours before it commences you will be charged the full balance of the service. Pro Evo Detailing are happy to alter your booking with a minimum of 72 hours before your visit with no cancellation or late fee's.

PAYMENT - HOW TO PAY FOR YOUR BOOKING.

2.1 On the day the work is completed to your satisfaction, payment of the outstanding balance will be required in full. There are no exceptions to this. This can be made in cash, or using a Visa/MasterCard debit or credit card. If you would like to pay by bank transfer, this must be done in advance.

2.2 If the work being carried out is in relation to an issue involving a third party who have agreed to cover costs, for example a car dealership having washed your car against your instruction and causing damage in the process, or a nearby worksite contaminating your car with a chemical fallout, we would require payment to be made in full by yourself, and it will be your responsibility to reclaim your costs from the third party or insurance company. An invoice will be supplied with a full breakdown of the works carried out.