

TERMS & CONDITIONS

Elite Detailz — Premium Vehicle Valeting & Detailing

Effective Date: January 1, 2026 | **Location:** Loughton, North East London & West Essex

Welcome to Elite Detailz. By booking a quote or utilizing any of our professional mobile vehicle valeting and detailing services, you agree to comply with and be bound by the following terms and conditions. Please read them carefully before confirming your booking.

1. Bookings and Confirmations

- All booking requests submitted via our website quote portal are subject to availability and formal acceptance by Elite Detailz.
- A booking is only considered secure once confirmed directly by us via email, text, or telephone, and when any required deposit or booking fee has been fully processed.
- We reserve the right to alter or decline a booking if accurate information regarding the vehicle type, size, or structural condition was omitted during the initial request.

2. Cancellations and Rescheduling

- We require a minimum of **48 hours' notice** for any cancellations or slot adjustments.
- Cancellations made with less than 48 hours' notice may result in the forfeiture of your deposit or be subject to a cancellation charge equivalent to 50% of the scheduled service package value.
- In the event that our detailing technicians arrive at your specified location and are unable to access the vehicle or carry out the service due to circumstances within your control, the full booking fee remains payable.

3. Weather Conditions & Postponements


As a premium service provider operating heavily around mobile valeting layouts, certain exterior detailing procedures (such as paint correction, ceramic coatings, or machine polishing) require specific environmental conditions to safeguard your vehicle's finish.

- Elite Detailz reserves the right to postpone or reschedule a booking if extreme weather conditions (heavy rain, severe winds, frost, or direct scorching heat) pose a risk to the quality of workmanship or technician safety.

- If a postponement becomes necessary on our part, we will contact you as early as possible to arrange an alternative priority date at no extra charge.

4. Pricing, Surcharges & Payments

- All dynamic quotes given through our automated systems or initial correspondence are estimates based on standard vehicle sizes and average wear.
- **Surcharges:** We reserve the right to apply additional fees on-site if the vehicle exhibits severe dirt conditions, excessive pet hair, heavy mold, bio-hazards, embedded sand, or deep staining that demands extensive extra operational time.
- Full payment must be rendered immediately upon the completion of the detailing service via cash, secure bank transfer, or card payment (where supported).

 **VEHICLE ACCESS & PERMITS:** The customer must ensure a safe working environment for our technicians, including adequate space around the vehicle and legal permission/clearance to detail the vehicle at the designated address. If access to electricity or a water source is explicitly required for your specific package, it must be provided consistently throughout the process.

5. Vehicle Condition, Belongings & Liability

- **Personal Property:** Customers are strictly required to remove all personal items, valuables, money, electronic equipment, and loose belongings from the vehicle interior prior to our arrival. Elite Detailz accepts absolutely no liability for loss or damage to any items left inside the cabin during the detailing process.
- **Pre-existing Damage:** Our team will complete an initial structural walk-around inspection. We are not responsible for pre-existing defects such as clear-coat peeling, deep scratches, chipped paint, loose interior trim panels, cracked glass, or faulty electronic modules.
- **Child Seats:** For strict legal and safety reasons, our technicians will not remove or reinstall child safety car seats. We will clean around them, or clean them in place if safe, but we take no part in structural securing configurations.

6. Safety, Integrity & Satisfaction

- We take immense pride in our workmanship, attention to detail, and reliability. If you are unsatisfied with any specific aspect of your detail, you must notify our lead technician on-site immediately upon inspection.
- Elite Detailz will make every reasonable effort to remediate valid issues on the spot. We cannot accept liability for defects reported after our team has departed your premises and the hand-over is finalized.

For any inquiries regarding these terms, please contact us at detailzz.elite@gmail.com or call **07516 087901**.

Thank you for choosing Elite Detailz for your automotive protection and enhancement needs.