



1018 Mobile Detailing

Dirty Hands, Clean Performance

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SERVICE TERMS & CONDITIONS | CUSTOMER ACKNOWLEDGEMENT

01. SERVICE ACKNOWLEDGEMENT

By engaging services with 1018 Mobile Detailing, the customer acknowledges that detailing results vary depending on the vehicle's overall condition, age, materials, type of soiling, staining, contamination, wear, and any pre-existing damage. While we strive to deliver excellent results on every vehicle, no two vehicles will respond identically to the same detailing process.

02. PRE-EXISTING DAMAGE DISCLAIMER

1018 Mobile Detailing is not responsible for conditions that existed prior to service or that are uncovered during the detailing process, including:

- Existing scratches, swirl marks, surface marring, paint defects, rock chips, or failing clear coat
- Cracked, faded, loose, brittle, worn, torn, or previously repaired trim, plastics, upholstery, panels, or components
- Electrical or mechanical concerns that existed before service
- Hidden damage or defects revealed after dirt, grime, oxidation, or buildup is removed

Heavily neglected vehicles may reveal pre-existing defects once cleaned. The appearance of an existing defect after cleaning does not mean the detailing process caused it.

03. STAIN, ODOR & RESULT DISCLAIMER

Certain conditions may not be fully correctable, including set-in stains, dye transfer, deeply embedded pet hair, smoke odor, mildew, mold, vomit, biological contamination, and other severe conditions.

No guarantee is made regarding complete stain, odor, contamination, scratch, or defect removal. We will make reasonable efforts to improve the vehicle and communicate realistic expectations.

04. VEHICLE CONDITION, EXCESSIVE SOIL & ADDITIONAL LABOR

Published and quoted prices are based on the service selected, vehicle size, expected labor, and a vehicle in normal or reasonably maintained condition. Vehicles requiring materially more time, labor, chemicals, extraction, agitation, or specialty treatment may cost more than the starting or initial quoted price.

Examples include:

- Excessive pet hair, sand, mud, trash, food debris, spills, stains, or heavy buildup
- Severe interior or exterior neglect, excessive bug/tar contamination, or unusually difficult cleaning
- Bodily fluids, mold, biohazards, smoke contamination, or other specialty conditions
- Additional requested work outside the original service scope

Whenever reasonably possible, additional charges will be discussed with the customer and authorization obtained before work outside the original scope is performed. 1018 Mobile Detailing may decline work that presents an unreasonable health, safety, equipment, or restoration risk.

05. CUSTOMER PROPERTY DISCLAIMER

Customers should remove personal belongings, valuables, sensitive items, firearms, medications, electronics, important documents, and other property before service. 1018 Mobile Detailing is not responsible for items lost, misplaced, or damaged while left inside the vehicle, except where required by applicable law.

06. VEHICLE OPERATION CONSENT

By scheduling service, the customer authorizes 1018 Mobile Detailing to start, move, reposition, or operate the vehicle as reasonably necessary to complete the requested service, improve equipment access or drainage, move the vehicle to shade or sunlight, or address safety concerns.

07. WATER, ELECTRICITY & MOBILE SERVICE REQUIREMENTS

Mobile service may require access to an on-site water source and/or electrical outlet. When available and appropriate, onboard water, generator, compressed-air, and other mobile equipment may be used. Additional refill trips, setup changes, or site limitations may affect service time or scope.

08. WATER RUNOFF & SITE CONDITIONS

Standard detailing may produce water runoff. Customers are responsible for notifying 1018 Mobile Detailing before service of HOA rules, property restrictions, drainage limitations, local restrictions, access limitations, or other site-specific concerns.

09. CHEMICAL SAFETY & ALLERGY NOTICE

Professional detailing cleaners, degreasers, soaps, protectants, fragrances, and specialty products may be used according to manufacturer directions and professional judgment. Customers must notify 1018 Mobile Detailing before service of known allergies, sensitivities, respiratory concerns, or chemical restrictions affecting occupants, children, or pets.

10. WEATHER & MOBILE SERVICE CONDITIONS

Because 1018 Mobile Detailing operates as a mobile outdoor service, appointments may be delayed, rescheduled, shortened, or modified because of rain, lightning, severe weather, extreme heat, freezing temperatures, unsafe surfaces, water restrictions, or other conditions that make the service unsafe or likely to produce poor results.

Weather-related changes initiated by 1018 Mobile Detailing do not cause the customer to forfeit a booking deposit.

11. SATISFACTION & FINAL INSPECTION

Customers are encouraged to inspect the vehicle upon completion. Concerns regarding the quality of service should be reported within 24 hours of completion. 1018 Mobile Detailing will make reasonable efforts to address legitimate service concerns in a timely and professional manner.

12. PRICING & PAYMENT TERMS

Payment of the remaining balance is due immediately upon completion unless another arrangement has been approved in writing before the appointment.

Website and advertised prices are starting prices unless specifically identified as fixed prices. Final pricing may vary based on vehicle size, condition, service scope, required labor, travel, contamination level, pet hair, stains, heavy soil, requested add-ons, or other conditions that materially affect the work required.

Accepted payment methods may include cash, card, ACH, Zelle, Cash App, Apple Pay, and other approved electronic methods. Any applicable processing or convenience fee will be disclosed before charging.

13. BOOKING DEPOSITS

For appointments that require a deposit, the standard booking deposit is approximately 25% of the estimated service total, generally subject to a \$25 minimum and \$100 standard maximum. The exact deposit will be disclosed before the appointment is confirmed. Larger, specialty, multi-vehicle, or unusually high-value appointments may require a different deposit amount.

The booking deposit is applied in full toward the final service balance and is not an additional service charge.

Qualifying recurring Maintenance Detail appointments do not require a standard booking deposit. 1018 Mobile Detailing reserves the right to require prepayment or a deposit from an individual customer after repeated late cancellations, no-shows, or unusual scheduling circumstances.

14. CANCELLATION, RESCHEDULING & NO-SHOW POLICY

Appointment times are reserved specifically for each customer. Mobile detailing requires dedicated travel, setup, equipment, labor, and appointment availability; therefore, the following policy applies:

- **24 hours or more notice:** A customer may cancel or reschedule. Any paid booking deposit may be transferred to the replacement appointment or refunded at 1018 Mobile Detailing's discretion.
- **Less than 24 hours notice:** A cancellation or rescheduling request may result in forfeiture of the booking deposit.
- **Same-day cancellation or no-show:** The booking deposit may be forfeited when the customer cancels on the scheduled service date, is unavailable at the agreed location/time, fails to provide reasonable vehicle access, or otherwise prevents the service from being performed.
- **Repeated cancellations:** Future bookings may require a larger deposit or partial/full prepayment.
- **Emergencies:** 1018 Mobile Detailing may waive or modify these requirements when circumstances reasonably justify an exception.
- **Cancellation by 1018 Mobile Detailing:** If we cancel and the customer chooses not to reschedule, any booking deposit paid for that appointment will be refunded.

15. RECURRING MAINTENANCE PROGRAM

Maintenance Detail pricing is based on regular service frequency and on the vehicle remaining in a reasonably maintained condition. Maintenance service is intended for established customers whose vehicles have already received a qualifying detail or are being maintained on an agreed recurring schedule.

Existing customers with an established \$85 maintenance rate may continue at that rate while they remain on their qualifying agreed frequency and the vehicle remains within normal maintenance condition.

If a vehicle falls substantially outside maintenance condition because of an extended lapse, severe soiling, excessive pet hair, staining, contamination, or other unusual conditions, 1018 Mobile Detailing may recommend a different service or provide an additional quote before work begins. A maintenance appointment is not intended to function as a discounted restoration detail.

The goal of the maintenance program is to reward regular customers and keep routine vehicle care affordable while fairly accounting for unusually labor-intensive conditions.

16. LIMITATION OF LIABILITY

To the extent permitted by applicable law, 1018 Mobile Detailing's total liability arising from the service shall not exceed the amount paid for the service giving rise to the claim. Nothing in these terms is intended to waive rights or responsibilities that cannot legally be waived.

17. EMPLOYEE / CONTRACTOR SAFETY

Customers agree to provide a reasonably safe work environment, including securing animals away from the work area, disclosing known hazards, providing safe access to the vehicle, and maintaining respectful interactions. 1018 Mobile Detailing may pause, decline, or stop work when conditions are unsafe, hazardous, abusive, or unreasonable.

18. PHOTO & MARKETING RELEASE - OPTIONAL

By initialing below, the customer grants 1018 Mobile Detailing permission to photograph or video the vehicle before, during, and after service for quality documentation, portfolio use, and social media marketing. We will make reasonable efforts to avoid personal information and identifying details. This permission is optional and does not affect service quality or scope.

Customer Initials to Authorize: _____ OR [] I prefer NOT to participate in photo/marketing use.

19. CUSTOMER ACKNOWLEDGEMENT & ELECTRONIC ACCEPTANCE

By signing below, submitting a booking request that expressly references these terms, paying a booking deposit, electronically accepting an estimate/invoice containing a link or reference to these terms, or otherwise authorizing service after receiving these terms, the customer confirms that they have had an opportunity to review and agree to the applicable 1018 Mobile Detailing Service Terms & Conditions and Cancellation Policy.

Customer Printed Name

Customer Signature

Date

Vehicle / Appointment

Thank you for choosing 1018 Mobile Detailing.

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