



Terms and conditions

When you book an appointment with TK's Mobile Car Wash, you are required to read and agree to the terms and conditions of the booking prior to making an appointment. Once an appointment has been made, you are bound under the terms and conditions herein.

Booking Terms & Conditions

- Customers should remove all personal belongings, money and other valuable items from their vehicle prior to any type of detailing
- TK's Mobile Car Wash will not accept any liability for any loss or damage to any personal property including the vehicle being serviced, any belongings contained inside of the vehicle or to the location of service. Assure that your vehicle is being serviced in a lawful and safe area and if you feel otherwise please communicate your concerns with the us.

- All vehicles are cleaned at the customers own risk and must be able to withstand normal cleaning processes.
- We cannot guarantee any firm times when accepting your booking.
- Our detailing times are an estimate only. Each vehicle is different and may require more or less time to fulfill the detailing type
- Whilst every effort will be made to keep regular bookings to the same day and time each week, sometimes it may be necessary to make changes but we will endeavor to communicate the changes prior to arrival
- We reserve the right to alter or move a booking in line with weather conditions and /or machinery or equipment failure.
- All vehicles are cleaned at the customers own risk
- All orders placed require address, package, and vehicle condition verification. Service requests are not guaranteed at time of booking and may be canceled at anytime at the sole discretion of TK's Mobile Car Wash. TK's Mobile Car Wash reserves the right to refuse service to anyone.
- TK's Mobile Car Wash reserves the right to refuse or deny customer demands above and beyond the booked detailing
- TK's Mobile Car Wash will not tolerate any verbal or physical abuse towards any of its staff under any circumstances and will take the relevant actions should any such behaviors be encountered
- Payment will be upfront at the customer side.

Pricing Terms & Conditions

- Our prices are based on detailing type, location, type of car and condition of the vehicle and will be advertised as a FROM price.
- TK's Mobile Car Wash reserves the right to charge each vehicle according to its condition, the type of vehicle and the customer location.

Our Service Terms & Conditions

- We may ask you where you heard about TK's Mobile Car Wash in order to gauge our marketing strategies
- We may conduct customer satisfaction surveys

Cancellation Terms & Conditions

- We require 24 hours notice to cancel any booking/detailing service.
- Failure to provide 24 hours advance notice of cancellation will result in a minimum charge of 25% of the service cost..
- TK's Mobile Car Wash reserves the right to alter or amend a booking time/date without penalty but wherever possible will let the customer know.
- TK's Mobile Car Wash reserves the right to alter a booking or move a booking in accordance to its staff levels, weather conditions and/or equipment failure without penalty to the company.

Service Guarantee

- If there is probable and clear cause that the service technician did not fulfill the package as ordered or there is clear evidence of poor craftsmanship, we will at our cost refund or redo the uncompleted or unsatisfactory portion of the service.
- Cleaning or repairing the vehicle personally or professionally after the initial service without authorization from TK's Mobile Car Wash voids our Service Guarantee. Redos, refunds, or reimbursements will not be made after any unauthorized cleaning or repairs.
- Failure to disclose at the time of booking any conditional issues that involve heavy stains, foul odors, human or animal biological waste, mold, mildew, chemical spills, chemical overspray or any other hazardous materials voids our service guarantee. No refunds, redos, or any additional work will be performed outside of the original package or estimate.
- Some issues may require services beyond those you ordered. Refusing the services recommended by customer service or your on-site technician may invalidate the service guarantee.
- Only services included in your order and additional services authorized by TK's Mobile Car Wash are covered under our service guarantee. Any services not authorized by TK's Mobile Car Wash are at customer's own risk.
- Payment is due before completion of your service.