

1. Service Disclaimer

Golden Hook Towing provides roadside assistance and vehicle towing services. By requesting or using our services, you acknowledge and agree to the following:

- **Service Limitations:** While Golden Hook Towing strives to provide prompt service, we are not responsible for delays caused by uncontrollable factors, such as traffic, weather, road closures, or third-party interference.
- **Liability for Accidents:** We are not liable for accidents that occur during transport, including incidents caused by third parties, road hazards, or environmental conditions. We advise all clients to ensure their vehicles are in good working condition before requesting transport services.
- **Damage during Transport:** In the event that damage occurs during transport, it will be covered by Golden Hook Towing's insurance policy. Clients are encouraged to inspect their vehicle upon delivery and report any damage to our team immediately.

2. Vehicle Condition

Golden Hook Towing is not responsible for any pre-existing damage to your vehicle.

- **Pre-existing Damage:** Any visible or known issues with the vehicle prior to towing are not our responsibility. Clients should ensure they accurately report the condition of the vehicle when booking the service.
- **Insurance Claims:** All claims of new damage must be supported by photographic evidence, and may be subject to investigation by our insurance provider. We encourage clients to take pictures of their vehicle before and after transport to avoid disputes.

3. Client Payments

Clients agree to pay the price discussed during the initial phone call or the rate provided by the driver on site. Payments for services rendered must be made promptly after the service is completed.

- **Accepted Payment Methods:**
 - **Cash:** Payments made in cash are handled directly between the driver and the client and are not recorded by the company.
 - **Zelle:** A quick and secure method for payments, which will be processed in real-time.
 - **Other Approved Methods:** Any other method approved by the driver, such as digital wallets or bank transfers, will also be accepted.
- **Tips:** Tips are optional and at the discretion of the customer. They are greatly appreciated but not required.

4. No Refund Policy

All payments are final. Golden Hook Towing does not issue refunds for services rendered.

- **Cancellation Fees:** If a client cancels the service after dispatch or refuses service at the scene, full payment may still be required, as costs may have been incurred during the dispatch process.
- **No Exceptions:** We reserve the right to enforce this policy without exceptions.

5. False Call / Wrong Location Fee

If a driver is dispatched and arrives at a location where no service is needed or the location provided was incorrect, the client agrees to pay a \$50 inconvenience fee.

- **Location Accuracy:** It is the responsibility of the client to provide accurate information regarding the vehicle's location at the time of booking. Incorrect or misleading information may result in additional charges.
- **Payment of Fees:** The \$50 fee must be paid using any of the accepted payment methods and is non-negotiable.

6. Client Information & Privacy

By entering your information on goldenhooktow.com, you agree to the following terms regarding privacy:

- **Data Use:** Your information will be used solely for the purpose of contacting you regarding your request for services.
- **Data Protection:** Golden Hook Towing does not sell or share your data with third parties unless required by law.
- **Data Removal:** You may request the removal of your personal data at any time by contacting us directly at goldenhooktowingfl@gmail.com.

7. Use of Website

All content on goldenhooktow.com, including text, images, logos, and designs, is the intellectual property of Golden Hook Towing.

- **Prohibited Use:** Any unauthorized use of the website, including spamming, scraping, or engaging in fraudulent activities, is strictly prohibited and may result in legal action.
- **Website Changes:** Golden Hook Towing reserves the right to modify, update, or remove content from the website without notice.

8. Limitation of Liability

Golden Hook Towing and its owner, Humberto Gomez, shall not be held liable for:

- **Service Delays:** Delays caused by uncontrollable factors such as traffic, weather, or third-party interference.
- **Item Loss or Damage:** We are not responsible for any items left inside the vehicle during transport. Clients should remove all valuables before service.
- **Indirect Damages:** Golden Hook Towing is not liable for any indirect, incidental, or consequential damages related to the use of our services.

9. Modifications

These Terms & Conditions are subject to change without notice. Updates will be published on goldenhooktow.com, and we encourage clients to review the terms periodically.