



TERMS & CONDITIONS - CAR DETAILING

Galvan Carpet Cleaning & Car Detailing seeks to provide the best service experience. We would like to take this opportunity to thank you for considering our services and point out some of the terms and conditions of our business criteria. We hope you will find these policies listed below helpful and informative in explaining the extent of our auto detailing services.

By scheduling any service with Galvan Carpet Cleaning & Car Detailing you hereby agree to all terms listed on said agreement.

1. Being a mobile service, we come to you expecting to have the following: An ample amount of space to perform our service, permission to be on premises if you are not the owner and a safe location as well as safe conditions to service your vehicle. If we arrive and the previously mentioned conditions are not met, we reserve the right to cancel the detail.
2. If the service is provided at your home, please make sure to have all vehicles that will be leaving adjusted, so we do not have to break down our setup to allow them to move.
3. Our estimated time of arrival for our mobile services may depend on weather, traffic, or other unforeseen circumstances. We will contact you should we be running late for your appointment.
4. We require the customer to be present for a Pre- and Post- Detail Inspection of the vehicle. This is to ensure that any problem areas are pointed out prior to the start of the detail and that the client is satisfied with the detail upon completion. If you decide not to complete a Post- Detail Inspection and inform us at a later time that something was wrong with your detail, we will not come back out as you waived your right to inspect the vehicle prior to our leaving.
5. Please remove all personal belongings, money and other significant items from their vehicle prior to any type of detailing. If areas such as the center armrest storage or glove compartment are not cleared, we will not be able to clean them due to the customer's private personal belongings. If your package includes a trunk cleaning, if this area is not cleared it will not be cleaned.
6. What we see as trash, may not be trash to you. We ask along with clearing out your personal belongings, please remove trash from the vehicle (i.e. Water Bottles, Paperwork, Mail, Food Wrappers).
7. Due to child safety, we will not remove or re-install car seats under any circumstances. We ask that our clients remove car seats and booster seats before we arrive. Should the car seat be left in the vehicle we will do our best to clean around the car seat but can't promise your total satisfaction.
8. We reserve the right to adjust our charges for each vehicle according to its condition, the type of vehicle and the customer location.
9. We make no promises to being able to remove all stains, odors or pet hair from vehicles. We aim to please, so we will always consult you on what can and cannot be done in regards to your vehicle's interior.

10. If you chose the Mold/Mildew Removal package add-on. Please note that mold travels through spores. It may only be visible on your seats or carpets but could potentially be in your vents, headliner or deep down into your carpets behind the padding. The service that we provide is the removal of mold/mildew that is visible to the eye at the time of cleaning. We make no guarantee that our mold/mildew removal service will serve as a full remedy of complete removal of the mold/mildew from your vehicle. If your vehicle continues to have mold/mildew issues, you would need to consult with a mold removal/remedy specialist.
11. We are not responsible for damage due to heavily soiled, stained or damaged interior components, such as dash buttons and steering column buttons and knobs. Such areas may be so caked with dirt, grime, and makeup that cleaning may result in these buttons and knobs losing their markings.
12. All vehicles are cleaned and serviced at the owners own risk and the vehicle must be able to withstand normal cleaning procedures. With Exterior services, sometimes there are minor cosmetic issues that cannot be seen until cleaning takes place (i.e. minor chips/lifting in paint, swirls). With Interior Services, if the vehicle has tears or imperfections in the seats or carpets the service can cause the tear/imperfection to advance further.
13. For the Gold and Galvan Package the headliner cleaning is a light spot clean and there may be remaining stains. The glue used for headliners will start to release if cleaned more aggressively or with stronger cleaners. Please understand that headliners may not come completely clean due to this reason.
14. We do not use harsh cleaning products on any interior or exterior areas. All of our products are safe and do not chemically damage carpets, leather, vinyl, plastic, painted, clear coated, or chrome surfaces.
15. We are not responsible for baked on brake dust that cannot be completely removed either on the surface or deep within the wheel. Some wheels are beyond cleaning and may need to be repaired or replaced.
16. Bird droppings, bug splatter, sap, and tar will chemically etch into your vehicle's paintwork if left for a period of time. This will result in a deep chemical mark on the paintwork that may need additional work to safely remove. In some cases, the mark cannot be removed completely without comprising the clear coat and therefore we do the best we can to get that off the vehicle but do not perform special services for such.
17. We do not do any cleaning under the hood of a vehicle, including the engine bay.
18. Any wax, sealant or coating not properly cared for will not last its intended durability length. We recommend safely hand washing and not taking your vehicle through an automated car wash as most do not use wax safe detergents.
19. For your safety please keep a safe distance, at least 10-15 feet away from our work area to avoid any trip or slip hazards. If you need to speak to us while we are working on your vehicle, please make sure to get our attention from a distance. We try to pay attention to our surroundings.

AFTER DETAIL INSTRUCTIONS

- For the **Interior, Gold and Galvan** packages your carpets, seats and mats were deep cleaned. Your carpets/seats/mats (not applicable for leather) may be damp and will require drying.
- If possible, we recommend leaving your windows slightly vented with the car running with the heat/air on for 30 minutes following the detail to assist with the drying process. If you are unable to do this, weather permitting, leave your windows vented (at least enough to put your pinky finger through the vented hole) for the remainder of the day.
- Do not put the mats back into your car until your mats and carpets are completely dry.

- If you are running your car with the heat on, windows up and you see the inside of the windows fogging up, there is still moisture in the car and needs more drying time.
- DO NOT COMPLETELY CLOSE UP YOUR CAR FOLLOWING THE DETAIL IF THE VEHICLE IS STILL WET/DAMP. YOU MUST LEAVE YOUR WINDOWS VENTED TO ALLOW THE DRYING PROCESS TO FINISH. CHECK YOUR CAR TO ASSURE YOUR CARPETS/SEATS/MATS ARE DRY BEFORE CLOSING THE WINDOWS. IF YOU CLOSE THE CAR UP AND THE CAR IS NOT DRY, THIS WILL RESULT IN A MILDEW SMELL.
- Following your detail your windshield/windows should look clean and clear. There is a possibility upon getting your car into sunlight at a certain direction that you see streaking. This can happen from time to time. We are leaving you with a clean microfiber towel to touch up those areas if it is needed.
- Galvan Carpet Cleaning & Car Detailing is not responsible for any issues arising if these instructions are not followed.

CANCELLATION POLICY

Galvan Carpet Cleaning & Car Detailing takes great pride in being a reliable small business. To provide our full attention to detail, all of our services are appointment based. Our goal at the end of each service appointment is to have a happy client that is very satisfied with their service.

Cancellations are very costly to our business. Of course, we anticipate things like rain and other forces of nature and understand “emergencies happen” but we ask that you always try to keep all appointments with us, as we do for you.

Galvan Carpet Cleaning & Car Detailing requires at least a 24 hour notice to cancel or reschedule any appointment. Any appointment that is canceled on the day of the service or if you are a no-show for your appointment, we reserve the right to no longer allow scheduling of appointments with us.

INCLEMENT WEATHER POLICY

Galvan Carpet Cleaning & Car Detailing understands that the weather is not always in our favor. We reserve the right to reschedule appointments if weather will not permit us to effectively complete your service or if it is not safe traveling conditions for our technicians, We will contact you no later than the morning of your scheduled appointment to go over re-scheduling options available to you. We appreciate your understanding and thank you for your flexibility.

Thank you for choosing Galvan Carpet Cleaning & Car Detailing.