



## SERVICE CONDITIONS & DISCLAIMER

These are the service conditions and disclaimer for Mansfield Car Cleaning & Detailing Service Pty Ltd (MCD). Please ensure you have read and understood all, before proceeding. You are required to complete and sign this document before any service procedures are undertaken by MCD.

### **PROTECT YOUR VALUABLES**

MCD is not responsible for any lost or stolen items. All belongings and valuables must be removed from your vehicle before MCD can service your vehicle.

### **CAR SEATS**

MCD is not responsible for removing infant/child car seats; if asked otherwise, MCD is not responsible for re-installing said infant/child car seat. Nor are we liable for any accidents and or death that may be caused because of an improperly installed infant/child car seat.

### **REMOVE RUBBISH**

Please remove all rubbish from your vehicle. Compartments left full with waste will not be cleaned. If we need to spend time in your vehicle sorting through what is rubbish and what is not, you will be charged for this time. Additional charges apply for extra garbage disposal.

### **SUBSTANCES WE DO NOT CLEAN**

We do not clean: the rust proof on your door hinges; grease on sliding doors; vomit, urine and feces; tree sap on car windows or vehicle body; blood/bodily fluids, bio-hazard chemical stains; or paint overspray.

### **ADDITIONAL COSTS**

Please be advised that there may be additional charges for vehicles with light coloured interiors; vehicles that are heavily soiled, have oil or grease stains; pet hair, deep salt stains, water stains, bug/insect stains on the front and hood, heavy food or drink (coffee, soda or any type of beverage) stains, cigarette ashes or smoke stains, rust stains on the rims. Any other stains that MCD deems extra work and that is not included in your package will be subject to additional costs. There may be additional charges for boats, caravans and other farm or leisure vehicles, subject to individual requirements.

## **VOUCHER/COUPON AGREEMENT**

Any vehicle serviced using a coupon or a gift voucher with specific services required that are not included in your gift package, will be charged according to what is required in your vehicle to complete your auto detail. Gift Vouchers and/or Coupons are not redeemable for cash and subject to individual expiry dates.

## **REFUND POLICY**

MCD offers no refund or exchanges on any of our services. If you are dissatisfied with our service you must advise us prior to the vehicle leaving our depot or for mobile services, upon delivery.

## **CANCELLATION POLICY**

MCD will accept service cancellations no less than 48 hours prior to a booked service time. Any cancellations made within 48 hours of a booked service time may incur all or part of the service fee subject to our discretion.

## **STAYING THE NIGHT?**

Any vehicle staying overnight on MCD premises, may be subject to a per night storage fee. MCD does not take responsibility for any loss/stolen items or damages your vehicle may incur while in our lot or on our premises. Your vehicle may or may not be stored in our garage/bay depending on availability of space.

## **MOBILE SERVICE**

Travel costs may apply for our pickup and drop off service at a flat rate of \$25.00 for distances between 10-40km from our location. Costs for distances beyond 40km from our location are on application. Vehicles must be fully insured.

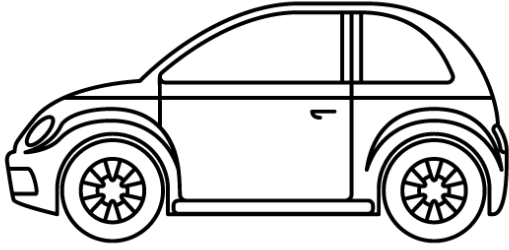
## **VEHICLE DAMAGES**

MCD will abide by its obligations pursuant to the Australian Consumer Law, and these terms and conditions should not be taken to limit those obligations. Other than as provided for in the Australian Consumer Law, MCD expressly disclaims liability for any loss, damage or injury whatsoever which is suffered or sustained in connection with your participation in or making available your vehicle for the provision of car cleaning and detailing services. You indemnify members of MCD against any liability, injury, loss or damage which may be suffered, incurred or sustained arising out of, relating to, or in any way connected with, natural disasters or any act or omission (including negligence) by You, your vehicle or Your breach of these terms and conditions.

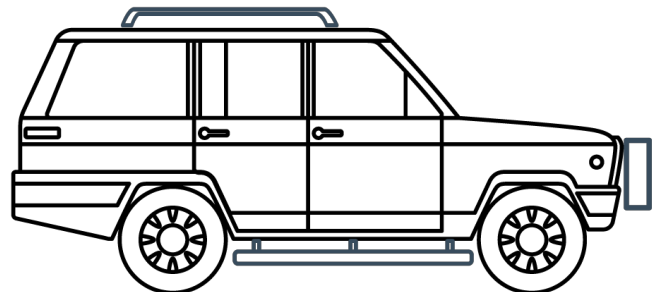
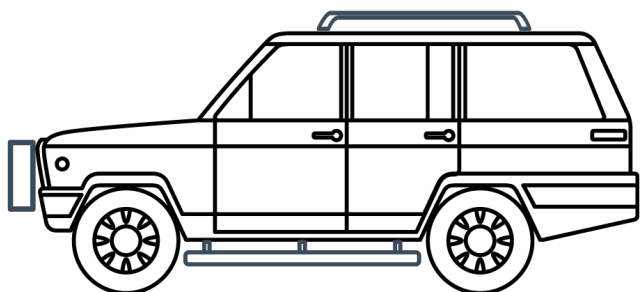
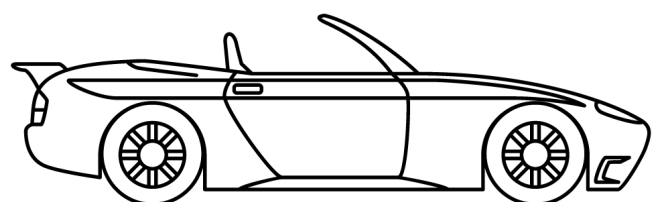
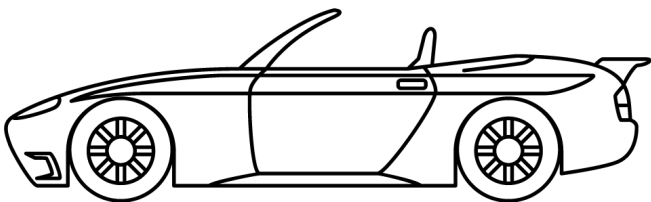
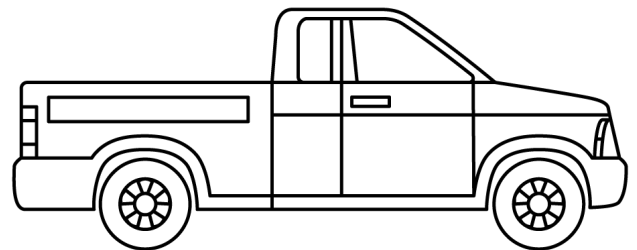
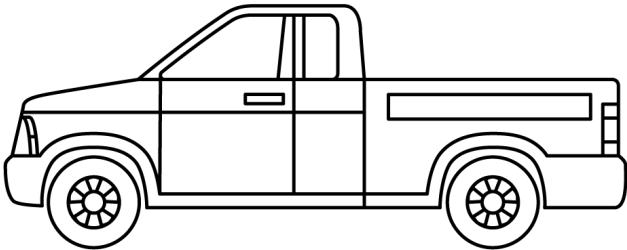
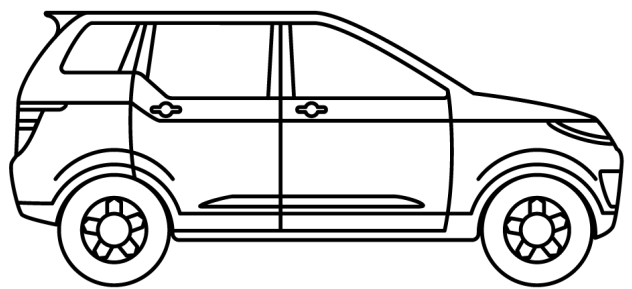
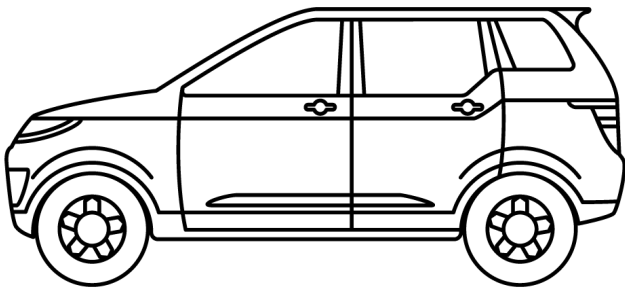
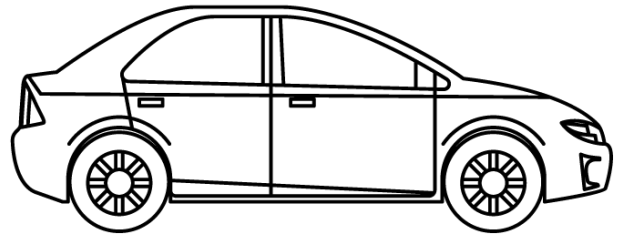
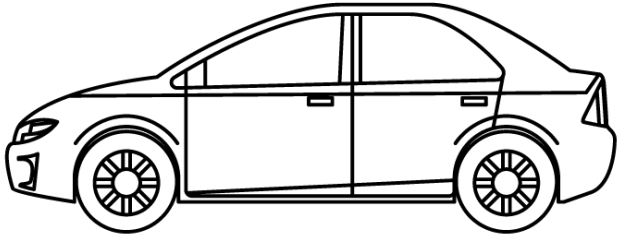
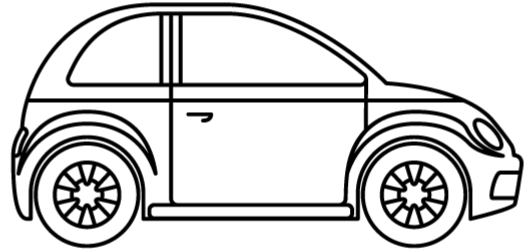
## **PRE~EXISTING DAMAGE**

Please mark up and/or make comment on any existing vehicle damage. MCD will confirm and markup if required upon inspection. Please see diagrams over page and mark the diagram/s that most closely resembles your vehicle/s.

LH Passenger Side



RH Drivers Side



For all other vehicle types including Boats, Caravans, and other Farm & Leisure vehicles, please add comments below.

**Detailed Comments**

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**Inspection performed by**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Client Confirmation**

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_