

Terms and Conditions

1. GENERAL

1.1 By entering Our premises or purchasing any of Our services, You confirm that You understand and agree to all of the following terms and conditions (Terms). These Terms apply to all services that Elite Autostyling Pty Ltd (We, Us or Our) provide to You. If You do not accept these Terms, You must not enter Our premises.

1.2 "Vehicle" means any car, van, commercial vehicle, motorcycle, caravan or any other form of transport accepted by us for cleaning;

1.3 "We", "us" or "Supplier" means Elite Autostyling Pty Ltd;

1.4 "You", "your" or "Customer" means the customer we make this agreement with, including any persons we reasonably believe are acting on behalf of the Customer and with the Customer's authority and knowledge.

1.5 You consent to the use of the images taken before and after your detail as evidence of the work completed. The photos and or video that will be taken are the official record of your detail being completed, as well as prior to the detail being conducted.

1.6 All vehicles are cleaned at the customer's own risk and must be able to withstand normal cleaning processes. Any damage claims as a result of cleaning will be limited to the cost of the service.

1.7 Unless specifically outlined by Elite Autostyling Pty Ltd, and included in writing, Elite Autostyling Pty Ltd is not required to conduct any further work than what is stated in the package inclusion section of each listed package on this website.

1.8 Prices that are listed as "Price from" will be priced according to vehicle size, pre-existing damage or existing condition.

1.10 Elite Autostyling Pty Ltd 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 behaviours be encountered

2. YOUR VEHICLE AND PERSONAL PROPERTY

2.1 When You leave Your vehicle with Us at Our premises, You understand that You do so at Your own risk.

2.2 You remain responsible for all personal property and other valuable items You bring on to Our Premises and must remove these prior to leaving Your vehicle with one of Our attendants. To the fullest extent permitted by law, We exclude all liability to You in relation to any loss or damage connected with your failure to do so.

2.3 All vehicle accessories such as headlight covers, bonnet guards, vent visors and weather shields must be removed by the customer prior to commencement of work. The customer must remove any personal items from the interior of the vehicle including the boot., Anything which is not removed will be cleaned around that area. Any items found in the vehicle will be returned.

2.4 . Vehicle Owner Removes Child Seats – For liability reasons we cannot remove or Reinstall child seats. Any seats left in the Customer's Vehicle shall remain in such Vehicle whilst the Supplier undertakes the Cleaning Process. The Supplier shall not be responsible for putting car seats back into the Vehicle and the Customer must ensure that any child seats are secure before using them. The Supplier shall not be held liable for injury or loss caused by the Customer not re-securing any child seats

2.5 KEYS - You confirm that you have a spare set of keys for your Vehicle and that we shall not be liable for loss or damage caused to you or your Vehicle as a result of us locking them in your Vehicle.

2.6 As part of a detailing process, high pressure machine, buffing machine, vacuum and shampoo machines are used without which our jobs cannot be completed. Once interior detailing is completed, Elite Autostyling Pty Ltd does not take any responsibility for seats still wet, carpets still wet and condensation in any electrical or related areas. The period of time that the treatment will last is dependent on the type of treatment performed and what environmental conditions the vehicle is exposed to.

2.7 Should your vehicle require Wet Sanding/Colour Sanding you accept and understand that by doing this process removes a layer of clear coat and UV protectant while this process is our very last option when trying to correct paintwork.

3. PRE EXISTING DAMAGES

3.1 It is difficult to find pre-existing damages during the initial vehicle inspection, some vehicles, tend to have interior components that are broken, scratched, worn out, faded, don't work or become loose and cracked without the owner's knowledge, therefore should Elite Autostyling Pty Ltd representative find any items that are not working properly, worn, scratched, cracked, faded, or broken we will bring it to your attention, therefore you agree not to hold Elite Autostyling Pty Ltd responsible for any pre-existing damages to your car.

3.2 Dirt can hide swirl marks, scratches, dings, paint chips, fine lines and marks, should Elite Autostyling Pty Ltd representative find any exterior imperfections, we will make you aware, however Elite Autostyling Pty Ltd will not be responsible for correcting these pre-existing paint imperfections if your service does not include it. Elite Autostyling Pty Ltd will not be held responsible should we find pre-existing paint imperfection during our normal course of detailing that you were not aware of.

4. DAMAGES AND INSURANCE

4.1 Given the extensive time, preparation and detail that goes into each and every service, it is near impossible for Elite Autostyling Pty Ltd to damage your vehicle. However, in the unlikely event of this happening you will be notified immediately.

4.2 Claims for external trim or plastics damage will be rejected given these areas are safely taped during paint correction services.

4.3 Any existing damage on the vehicle is not the responsibility of Elite Autostyling Pty Ltd. Notes will be taken before any work is performed on the vehicle. You will be notified before and after the vehicle has been washed.

4.4 It is in customer's best interest to identify areas where prior damage exists, such as electrical parts, computer box and special engine compartments where water should not be used before Elite Autostyling Pty Ltd starts their work.

4.5 Elite Autostyling Pty Ltd does not take responsibility for the vehicle where existing problems are known before commencing the work. It is the customer's responsibility to get those problems fixed before Elite Autostyling Pty Ltd starts any work. If the pre-existing problem doesn't get fixed and any new problem occurs while detailing and could be related to a pre-existing issue for which Elite Autostyling Pty Ltd doesn't take liability or responsibility.

4.6 Damage or loss to the Customer's Vehicle resulting from acts of third parties who are neither employees or persons acting under the instruction of the management of the Supplier;

4.7 Damage or loss to the Customer's Vehicle if such Vehicle is left outside our premises before or after our usual opening hours;

4.8 Loss or damage to the Customer or the Customer's Vehicle caused by us which is attributed to defects, damage or weakness in the Customer's Vehicle which has not been disclosed to the Supplier, irrespective of whether such defects were previously known to the Customer;

4.9 Insurance of the Customer's Vehicle is the Customer's responsibility at all times. The Supplier does not undertake to insure such Vehicle against loss or damage whilst it is at the Premises. The Supplier will however ensure that the Vehicle is locked at all times.

5. ILLEGAL SUBSTANCES OR ITEMS

5.1 Any illegal substances or items that are found in the Customer's Vehicle will immediately result in the Service being terminated and such Vehicle will be secured and the relevant authorities notified. It is not the Supplier's responsibility to notify the Customer of this should it occur.

6. EXCLUSION ZONES AND NOTICES

6.1 The Supplier cannot be held responsible for any person entering the Premises and causing injury to themselves due to slippery floors or obstructions. The notice inside the Premises should therefore be

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noted. It should also be noted that the public are not permitted to enter the work bay areas at the Premises without prior permission of the management of the Supplier and the waiting area situated at the entrance of the Premises is for the use by the Customer.

7. PRODUCTS

7.1 The products that the Supplier uses in the course of its business are specifically designed for use on Vehicles. The Supplier shall not be held responsible for any damage caused to the Customer's Vehicle through the use of these products. The Supplier's staff take every care when using these products. SDS data sheets are available for viewing by customers, however, prior to notice to our office staff must be given and an appointment arranged should the Customer wish to view such sheets.

7.2 In certain products there are chemicals used which are hazardous, therefore we respectfully request that the Customer does not stand next to any Vehicle whilst it is being washed and utilise our waiting area. Alternatively, we request the Customer remains at a minimum of 2 Metres away from such Vehicle. Any harm or injury caused by products splashing on to the Customer due to the aforementioned not being adhered to cannot be the responsibility of the Supplier and is at the Customer's risk entirely.

8. VEHICLE INSPECTION

8.1 Once Elite Autostyling Pty Ltd has finished the service, you understand that any issues that you have with the service should be brought up at the time of collection. Should you find anything else, Elite Autostyling Pty Ltd is under no obligation to rectify work unless specifically stated by Elite Autostyling Pty Ltd.

8.2 Should Elite Autostyling Pty Ltd deem that an area of the vehicle has been missed or the coatings have not properly bonded to the surface of the vehicle then Elite Autostyling Pty Ltd will openly state this in writing with a request to return so that the area can be rectified at no charge to the customer.

8.3 You as the customer agree to the condition that your vehicle has been presented, you have inspected the following and accept the condition of the: Exterior panels and trim of the vehicle, including paint, Door trim and edges, Engine Bay (if applicable), Wheels, Wheel 'well' and guards, Glass, Coating (Washing of the car is not to occur unless 14 days has passed), Interior, The vehicle has been returned to you without damage and in a working condition. You as the customer are satisfied with the service and quality of the detail performed on your vehicle.

9. PRICING

9.1 A minimum 20% surcharge will be applied to all jobs that involve excessive pet hair, urine, vomit, blood, feces, or other hazardous materials.

9.2 Our prices are based on detailing type, location, type of car and condition of the vehicle and will be advertised as a FROM price.

9.3 Elite Autostyling Pty Ltd reserves the right to amend any price during the detailing should it differ from the original estimate with customer notice we will always contact you before any prices quoted have changed due to vehicle condition.

10. METHOD OF PAYMENT

10.1 Elite Autostyling Pty Ltd holds the right to keep the vehicle and keys until **FULL PAYMENT** is received.

Payment for all services must be paid on completion of work carried out. We accept Cash, Bank Transfer, EFTPOS, Credit Card (Visa & MasterCard) only.

10.2 By paying your deposit / invoice / balance you are accepting the condition of the vehicle as-is without any further dispute, all transactions are non-refundable. Elite Autostyling Pty Ltd can't guarantee variables when driving the vehicle home or the vehicle

sitting in a driveway accumulating things such as dust, getting it wet, stepping into the vehicle as it will not be in the same condition as the time of hand-over.

10.3 This is why Elite Autostyling Pty Ltd will request a vehicle inspection is conducted before and after work is performed. And a timestamp of when the vehicle has left my premises is recorded on your invoice. I aim to give you as the customer every fair opportunity to raise any concerns you may have at the time of handover so that you leave the premises entirely happy with your job

10.4 Remaining balance is payable upon the completion of the service. **This is NOT negotiable.**

10.5 There are three payment opportunities: Cash, Bank Transfer (Goods & Services which incurs an additional 3% surcharge).

10.6 Transactions are not refundable as services are always complete, goods are always ordered, and work is always approved before we leave the premises. Your confirmation of satisfaction and reading of these terms ensures that any problems arising after handover is not the responsibility of Elite Autostyling Pty Ltd.

10.7 Should you fail to pay your outstanding invoice, we will consider this to be theft of services and begin immediate debt recovery procedures (legal action, debt recovery agencies, and daily email reminders of outstanding balances).

11. REFUND POLICY

11.1 Once the detailing service has been completed the customer gets legally bound to pay Elite Autostyling Pty Ltd. We give customers enough time to assess our work and do the payment. Once the sale is completed customers can't get any refund for the service already provided. This is a service industry and once the service is already provided and completed no refund for change of mind or unsatisfactory work. Refunds will only be accepted before our service is provided in cases like gift voucher or client has already paid in advance before the commencing of the job. In these cases refunds will only be provided considering the above cancellation policy with original receipts provided.

12. SERVICE GUARANTEE

12.1 If there is probable and clear cause that the service technician did not fulfil the package as ordered or there is clear evidence of poor craftsmanship, we will at our cost refund a portion of the service charge or redo the uncompleted or unsatisfactory portion of the service.

12.2 Cleaning or repairing the vehicle personally or professionally after the initial service without authorization from Elite Autostyling Pty Ltd voids our Service Guarantee. Redos, refunds, or reimbursements will not be made after any unauthorized cleaning or repairs.

12.3 Refusing a redo appointment for the unsatisfactory portion of your service limits any refunds to 20% of the value of your service.

12.4 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.

13. VEHICLE STORAGE FEES / DELIVERY & PICKUP

Vehicles left beyond the authorized pickup day (definition of authorized pickup day: is the date vehicle is ready to be picked up and the client has been notified or until the invoice has been paid in full) will be charged \$20.00 per day, per space occupied, until the vehicle or vehicles have been picked up and paid for.

We prefer the client to pick up their own jobs. We do, however, offer delivery by our team for a nominal additional fee.