

Effective Date: 11/18/2024

Introduction

Welcome to Sargents Detail! Thank you for choosing us for your vehicle detailing needs. Before we begin, please take a moment to review and understand these Terms of Service. By utilizing our services, you agree to comply with these terms, which govern the relationship between you ("Customer") and Sargents Detail, owned and operated solely by Nick Sargent.

"At Sargents Detail, we are committed to providing exceptional service and ensuring your satisfaction. If any issues arise, we are dedicated to addressing them promptly and fairly." – Nick Sargent

By working with us, you acknowledge and accept these terms and conditions. You also agree to be responsible for timely payment of services, understanding that vehicles may be subject to repossession or mechanic's lien processes in the event of non-payment.

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Scheduling

Appointment Booking

To book your service, contact us at:

- Phone: (720) 262-0616

- Email: nick@sargentsdetail.com

Advance Notice

Please provide at least **24 hours' notice** when scheduling your appointment.

Estimated Timing

Service durations are estimates and may vary based on the vehicle's condition and unforeseen delays.

Appointment Deposit

A **25% non-refundable deposit** is required to secure your appointment. This deposit is applied to the final bill. Any additional deposit fees are not deducted from the total service cost.

Reservation Changes

- **Cancellation:**
 - Canceled **within 24 hours**: Full 25% deposit retained.
 - Canceled **within 48 hours but more than 24 hours**: 15% deposit retained.
 - Canceled **more than 48 hours**: 5% deposit retained.
- **Rescheduling:**
 - Rescheduled **within 24 hours**: 10% deposit retained.
 - Rescheduled **more than 24 hours**: No additional fees.

Note: Exceptions for emergencies or unforeseen circumstances may apply at Sargents Detail's discretion.

Denial of Service

We reserve the right to deny service for reasons such as unrealistic expectations, prior history, or vehicle condition.

Vehicle Condition Inspection

Initial Inspection

A joint vehicle inspection will be conducted before service to document existing conditions and align expectations.

Final Inspection

After the service, a final inspection ensures satisfaction. Any missed areas will be addressed at no extra cost.

Customer Obligations

Interior Preparation

Please remove all valuables before service. Items found during detailing will be categorized as "important" or discarded if deemed trash unless otherwise instructed.

Car Seats

Customers are responsible for removing and reinstalling car seats. If detailing the car seats, please ensure they are unhooked prior to drop-off.

Requests

Any special requests or changes must be approved in writing before service begins.

Fuel Requirement

Vehicles must have at least $\frac{1}{4}$ **tank of fuel** at the time of service.

Vehicle Compliance

Ensure your vehicle is fully insured, in proper working condition, and compliant with applicable laws before service.

Expectations

Our Detailing Approach

We prioritize caution to avoid damage. If cleaning a part risks causing damage, we will not proceed unless explicitly instructed by the Customer in writing.

Customer-Provided Products

If you provide cleaning products, we cannot guarantee results or offer warranties.

Expected Improvement Levels

Based on the vehicle's condition and last detail:

- Less than 1 year: **75% as good as new**
- More than 1 year: **70% as good as new**
- More than 5 years: **50% as good as new**
- More than 10 years: **25% as good as new**

Note: These percentages are estimates, not guarantees, and vary based on the vehicle's condition.

Scope of Work

Interior Detail

- Remove trash and organize items.
- Vacuum all interior surfaces.
- Wipe down dashboards, consoles, and panels.
- Disinfect touchpoints and clean windows.

Exclusions: Significant scuff marks, stubborn stains, glove box, and headliner cleaning unless specifically requested.

Exterior Detail

- Hand wash and dry.
- Clean wheels, tires, and wheel wells.
- Rinse fuel doors and door jambs.
- Remove grime, bugs, and debris.
- Dress tires.

Additional Services

- **Paint Correction:** Remove minor imperfections and restore gloss.
 - **Clear Bra (PPF):** Protect vulnerable areas from damage.
 - **Ceramic Coating:** Add a durable, protective layer to paint.
 - **Tinting:** Install films for UV protection and privacy.
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Travel Work

Location Requirements

Access to a hose and power outlet is required. Garage access may be needed for certain services.

Travel Fee

A travel fee of **\$1 per mile** applies to service locations, including vehicle pickup and drop-off.

Liability and Risk Assumption

General Risks

Sargents Detail is not liable for damages from weather, detailing processes, or pre-existing conditions unless caused by gross negligence.

Battery

The Customer assumes responsibility for any battery drainage during the detailing process.

Property Loss

Sargents Detail is not responsible for personal items left in the vehicle.

Weather-Related Issues

Sargents Detail is not liable for damages caused by weather conditions during or after service.

Payment and Fees

Payment Methods

Full payment is required upon service completion. A 3.5% fee applies to Venmo, PayPal, and credit card payments.

Additional Charges

- **Health Hazards:** Fees range from \$50–\$500 based on severity.
 - **Late Pickup:** \$20/hour after a 30-minute grace period.
 - **Storage Fee:** \$50/day for vehicles left after service.
 - **Disruption Fee:** \$120/hour for behavior disrupting workflow.
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Customer Satisfaction

Touch-Up Policy

Notify us within **48 hours** of service if there are issues. We will address concerns free of charge.

Refunds

Refunds are not provided once services are completed. However, we will work to resolve any concerns promptly.

Content Use

We may photograph or video your vehicle for promotional purposes. Customers may opt out by notifying us in writing before service.

Dispute Resolution

All disputes will be resolved through **mediation in Colorado** before litigation. Both parties agree to confidentiality during the resolution process.

Force Majeure Clause

Sargents Detail is not liable for service delays or issues caused by events beyond our control, including natural disasters or emergencies.

Severability

If any clause in this agreement is deemed unenforceable, all remaining clauses will remain valid and enforceable.

Thank you for choosing Sargents Detail. If you have questions or concerns about these terms, please contact us. We look forward to serving you!