

TERMS & CONDITIONS

1. **Price** : All Valet services are inclusive of all material and service charges (**inclusive of GST**) unless otherwise stated.
2. As part of the company policy to improve the quality of services, the company **reserves the right** to alter the specifications of any services without prior notice.
3. The Company reserves the right to modify its pricing schedule or any quotation without any prior notice.
4. **Payment**: Full payment must be paid in advance (On drop off).
5. **Personal belongings**: Customers should remove all personal belongings, money, and other significant items from their vehicle prior to any type of valet.
6. If you have booked a valet service, please make sure your vehicle is in a reasonable condition by removing excess items from the interior and boot area. Either remove all your personal belongings, or put them in a bag away from rubbish that we will clear. The items that may resemble rubbish could be considered disposable and therefore, removed. We will not be held responsible in such a situation.
7. Auto Valet Car Wash Ltd will not accept liability for any loss or damage to personal belongings left in a vehicle whilst it is being valeted.
8. **Car seat/Baby seat**: Auto Valet Car Wash Ltd is not responsible for removing infant/child car seats; if asked otherwise we are not responsible for re-installing the infant/child car seat. Nor we are liable for any accidents that may be caused because of an improperly installed infant/child car seat.
9. **Delivery time**: Auto Valet shall have no liability to you if it is prevented from, or delayed in performing the service by acts, events, omissions or accidents beyond its reasonable control, including (without limitation) industrial failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors.
Our valeting times are an estimate only. Each vehicle is different and may require more or less time to fulfil the valet type.
10. **Engine cleaning**: ENGINE STEAM CLEANING / ENGINE WATER CLEANING Whilst every care is taken when carrying out an engine steam clean / hand clean, there is a very slim chance that water interruptions might occur.

This could cause an electrical fault in the engine. In most cases, the fault will be temporary in nature and will resolve itself once the engine has dried. Occasionally, the fault is more serious and could have a lasting effect on the engine's performance.

For the above reasons, this service can only be carried out at the owner's risk. We will not be held liable for faults occurring as a result of this service.

11. **Customer abusive or threatening:** Auto Valet Car Wash Ltd reserves the right to refuse or deny any booking or discontinue with their service if they deem the customer to be unreasonable.

Auto Valet Car Wash 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.

12. **Damage:** We will not be held responsible for any damage to your vehicle arising from ill-fitting trim, loose or faulty parts. Please ensure you make us aware of any potential problems before we start the valet. Auto Valet Car Wash limited does not take any responsibility for any MECHANICAL OR ELECTRICAL issues or any damage caused whatsoever later on.

13. **Glove box:** Glove box interiors will not be cleaned and Owner contents in glove boxes will not be disturbed.

14. **Best efforts basis:** Our services are provided on a best efforts' basis – we will not be held responsible in the event that we are unable to clean, remove stains, or otherwise restore any surface, fabric, or condition on your vehicle.

15. **Pet Hair:** We do charge extra to remove pet hair and there is no guarantee to remove 100%.

16. **Paint Failures:** Removing dirt from a vehicle's surface can reveal scratches, faults, dents and bumps. We cannot accept responsibility for what lies underneath. We are not responsible for any damages. We will not be held responsible to fix any paint failures that may occur during cleaning.

17. **Interior Shampoo:** If the seats and carpet have been shampooed or steam cleaned leave a small portion of all windows open overnight to avoid mist formation and dampness smell. Try parking inside in the garage / indoor if possible.

Upholstery and Carpets normally take few hours to completely dry.

18. **No after - hours delivery:** Should you leave your vehicle with us and not returned before our closing time, it will be locked and remain with us overnight. There is no after – hours release of vehicles.

19. **Refund Policy:** Whilst every effort is made to ensure that valeting services are carried out to the highest standard (according to the condition of a vehicle), the Client is advised to check the vehicle (s) on completion of the valet.

If there is any cause for dissatisfaction, the Customer should point out the discrepancy at the Reception, who will endeavor to correct it at that time and to the best of their ability.

No responsibility can be accepted by AUTO VALET for omissions or discrepancies detected after the Customer leaves the company grooming shed. Auto valet car wash ltd offers NO REFUND or exchange on any of our services.

20. By making your booking with Auto Valet you are agreeing to the terms and conditions laid above.

THANK YOU