



## Terms and Conditions

- Customers should remove all personal belongings, money and other significant items from their vehicle prior to any type of detailing, ZEROnCLEAN staff shall not be liable for any lost or damaged items left in the vehicle.
- ZEROnCLEAN will not accept any liability for any loss or damage to any personal property including the vehicle being serviced, any belongings contained inside of the vehicle or to the location of service. Assure that your vehicle is being serviced in a lawful and safe area and if you feel otherwise please communicate your concerns with the technician.
- All vehicles are cleaned at the customers 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 and must be reported within 48 hours.
- As a mobile service, We cannot guarantee any firm times when accepting your booking.
- Our detailing times are an estimate only. Each vehicle is different and may require more or less time to fulfill the detailing type.
- We reserve the right to use any one of our experienced staff to undertake your auto detailing and may need to change the detailer at short notice without penalty.
- Whilst every effort will be made to keep regular bookings to the same day and time each week, sometimes it may be necessary to make changes but we will endeavor to communicate the changes prior to arrival.
- We reserve the right to alter or move a booking in line with staffing levels and/or weather conditions and /or machinery or equipment failure.
- All vehicles are cleaned at the customers own risk.
- ZEROnCLEAN reserves the right to refuse or deny any booking or continue with their service if they deem the customer to be unreasonable.
- ZEROnCLEAN reserves the right to refuse or deny customer demands above and beyond the booked detailing.
- ZEROnCLEAN 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 behaviors be encountered.
- Amount MUST be settled before ZEROnCLEAN unit leaves, by cash or eftpos, credit card will incur additional %4 on top of the final price.

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