



Ts and Cs

Karbon Detailing – Terms & Conditions

By booking a service with Karbon Detailing, you agree to the following terms. These terms are in place to protect both the business and our clients, and to ensure we deliver consistent, high-quality service.

1. Deposits & Bookings

- A £50 non-refundable deposit is required for all new clients. This deposit secures your booking and is deducted from the final service cost.
- This policy ensures that bookings are made by serious clients and protects our time as a small, independent business.

2. Cancellations & Rescheduling

- A minimum of 24 hours' notice is required for any cancellations or rescheduling.
- Failure to provide sufficient notice will result in the full service fee being charged.
- Cancelled appointments must be rescheduled within a reasonable timeframe to retain your deposit.

3. Access & Working Conditions

- We require a safe, legal, and accessible area to work, such as a driveway or private parking space.
- We cannot perform services on public roads, busy streets, steep inclines, or in hazardous environments.
- Access to a standard electrical outlet is required for certain detailing services. Please ensure this is available on the day of your appointment.

4. Maintenance Plans

- Maintenance plans are vehicle-specific and non-transferable to other vehicles or owners.
- If maintenance intervals are missed or significantly delayed, a deep clean may be required before the plan can resume, and additional charges may apply.

5. Payment Terms

- Payment must be made in full immediately after the service is completed, unless agreed otherwise in writing.
- We accept payment by card, cash, or bank transfer. Klarna and split-payment options may be available for eligible services.

6. Liability

- Karbon Detailing is not liable for pre-existing defects, damage, or deterioration (e.g. weak clear coat, brittle plastics, or aftermarket modifications).
- Clients must disclose any known damage, sensitivities, or vehicle issues before service begins.

7. Weather Policy

- We reserve the right to reschedule appointments in the event of extreme weather or unsafe working conditions.
- We will notify clients as early as possible if a reschedule is required for safety or quality reasons.

8. Vehicle Condition & Expectations

- Vehicles should be presented in a reasonable condition. Excessively soiled interiors (e.g. heavy pet hair, mold, bodily fluids) may incur extra charges or be declined on the day if not disclosed in advance.
- We reserve the right to refuse service if the condition of the vehicle poses a health risk or cannot be brought up to standard.

9. Time Estimates

- All quoted timeframes are estimates only. Quality is our priority, and jobs may take longer than expected depending on vehicle condition.

10. Photos & Marketing

- We may take before and after photos of your vehicle for training or marketing purposes. Number plates will be blurred for privacy.
- If you prefer your vehicle not to be photographed, please inform us in advance.

11. Customer Satisfaction

- If you are unhappy with any part of the service, please notify us within 24 hours. We will work with you to address any genuine concerns fairly.
- Refunds are not guaranteed and are issued at our discretion where a service has not met expectations or agreed deliverables.

12. Vehicle Security & Valuables

- Karbon Detailing is not responsible for loss or damage to valuables left inside the vehicle.
- Clients are advised to remove all personal belongings before the appointment begins.

13. Late Arrival or Access Delays

- If we are unable to access your vehicle at the agreed time due to delays, locked gates, or client no-show, we may:
 - Cancel the appointment without refund, or
 - Charge a waiting fee of £10 per 15 minutes of delay.

14. Damage Disclaimer

- While we take great care with every vehicle, Karbon Detailing is not liable for damage to areas that are already compromised or deteriorated, such as flaky clear coat, aged paint, or fragile trim.
- Clients must inform us of any custom paint, wraps, or modifications that may require special handling.

15. Third Party Services

- Where we recommend or arrange third-party services (e.g. PPF, tinting, dent removal), those services are provided by independent specialists and are subject to their own terms.
- Karbon Detailing is not liable for the outcome or quality of third-party work.

Thank you for choosing Karbon Detailing. These terms are designed to create a fair and professional experience for everyone. If you have any questions or need clarification, don't hesitate to contact us before your booking.