



Thank You For Booking!

Please read & sign our Client Service Agreement.

Harvey's Cleaning & Detailing Service Agreement

This agreement explains our obligations to you (hereafter referred to as, "Client", "Customer", or "you") and **Harvey's Cleaning & Detailing Services** (hereafter referred to as "Harvey's Cleaning & Detailing Services", "contractor", "technician", "us", "our", or "we") and your obligations to us in relation to the service(s) you purchase. By using our service you agree to the full terms of this agreement, without modification by you. By booking or using the services of Harvey's Cleaning & Detailing Services you hereby agree to the following terms:

Access to Water & Electricity

We require access to water and electricity for all of our car cleaning & detailing services. If you do not have access to either water or electricity please call us at **07435 479761** so we can find a solution. Failure to accept the use of access to water and electricity prior to the wash or detail will result in an immediate cancellation, if the service has been booked online there will be a £15 cancellation fee applied.

Cancellation Policy

We will provide our service in both wet and dry weathers however if you have requested or paid online for ceramic coating or machine polished resin, the following points will apply: (please read carefully)

- If you have requested Ceramic Coating or machine polished resin online for a cash payment then your invoice provided on the arrival of our technician, it will not be listed on your invoice.
- If you have requested a Ceramic Coating or machine polished resin online and have made an online payment prior to the arrival of our technician, your refund of the listed extra will be made in full within the following 24 hours after the wash.
- If you have chosen any of the previous options for the Ceramic Coating or machine polished resin and you still wish to have this completed, please make sure you have contacted us via our business mobile number or via WhatsApp, to let us know that you are able to provide an indoor facility to fulfil the Ceramic Coating or machine polished resin dependant on the weather conditions.

*Please remember that all stated above is only to do if the weather is not suitable for the ceramic coating or machine polished resin to be applied to your vehicle outside open to the elements.



Due to the amount of time it takes to perform top quality services and the size of our operation, cancellations and reschedules have a lasting effect. For this reason, if you need to cancel or reschedule, please do so at least 72 hours in advance of your appointment so we can fill the time slot and you are able to avoid our cancellation fee of £15.

The following terms and conditions apply to all appointments:

- We require 48 hours notice to cancel or reschedule any appointment or service.
- Harvey's Cleaning & Detailing Services reserves the right to cancel or reschedule in accordance with weather conditions or equipment failure.
- If you have redeemed a **Loyalty Scheme Redemption** from your 5 previous washes or details and cancel your appointment we will follow the same cancellation policy and hold a fee of £15, this stands even if you have ordered the **"Full Exterior Valet"** with 50% off, your cancellation fee will remain at £15 of the £20 wash/detail.
- Failure for the vehicle and keys to be present at the time and location of the ordered service may result in the cancellation of the appointment by Harvey's Cleaning & Detailing Services and will be considered a cancellation policy violation which will result in a £15 cancellation charge;
 - This applies if you have pre paid your service online, it will also apply if you have not and your service will be paid in cash, the technician will provide an invoice through your letterbox which will cover a cancellation fee.
 - Run through of the fee: £7.50 for Travel Costs & £7.50 for Wasted Labour Costs.
 - Violations to provide a cancellation fee in cash will result in an email follow up within 24 hours.



Operating & Moving Your Vehicle

“You”, the customer will have the choice to give our technician the ability to operate and move your vehicle during the detail within your property to make sure that they can complete the service to their best ability possible.

Time Limitations

All detail jobs have specified time limitations. Completion of work is based on the unique time limitation of the package. See below all time limitations for base jobs excluding addons. Addons will increase the time stated, however that is why we charge extra for the addons.

Timekeeping will be performed at the discretion of our technician. The time starts as soon as the technician completes client check in and initial equipment setup.

Cleaning & Detailing time limitations are as follows;

- Full Exterior Valet
- Full Interior Valet
- Mini Valet
- Full Valet
- Extras optional

Quality of Service



We want you to be satisfied with our service. No services offered are guaranteed to completely restore your vehicle to any previous or new condition. We will try our absolute best to restore the vehicle to the best condition possible and within the constraints of our resources, time, and expertise.

We will conduct a final inspection together, with you, at the end of the job. If, after the final inspection and after we have left, you find our service unsatisfactory, please contact us within 24 hours so we can address your concern.

Harvey's Cleaning & Detailing Services will not be held liable for any concerns after 24 hours of job completion or if you did not complete the final inspection with our technician.

Accidents, Pre-Existing Condition & Damage

Harvey's Cleaning & Detailing Services cannot be held responsible for any damage to the vehicle while in our care. We will be as careful as possible and will not damage your vehicle. If something does get damaged while detailing your vehicle, we will advise you of the incident. By agreeing to our detailing services you also agree not to hold Harvey's Cleaning & Detailing Services liable for any pre-existing damages to your vehicle. At the beginning of each job our technician arrives at, they will cover an inspection of the vehicle, they will follow the following points of procedure;

- An image will be taken of the Front, Rear, Left & Right Sides, Each Wheel, Each Window and the roof.
- Any damages that the technician finds on the vehicle, including scratches and dents will be pictured and kept in a file, to ensure that nothing is held against us after the wash has commenced.



- This inspection will take no longer than 10 minutes, all we ask from “you” the customer will be a signature at the end of the inspection to ensure that you are aware of the damage that is on the vehicle.

Fees, Terms of Service & Payment Terms

The fee for our service is the agreed amount, indicated as “Total Cost” on the final price.

The term of service is for the amount of time reserved by us to complete the “job” you requested and not for any specific outcome. It is possible that the job could take more time than the time reserved. Harvey’s Cleaning & Detailing Services has the right to charge an extra dirty fee totaling £10 per job if the detail job takes significantly longer than expected at the discretion of Harvey’s Cleaning & Detailing Services. This fee is normally reserved for vehicles which take more than the allocated time limit. We will inform you of the possible fee before or during the cleaning and detailing process. The following points are of our Cost Run Down;

- For Example: Full Exterior Valet = £40
- Optional extras will be added onto the base price, if your vehicle is overly dirty and caked in mud then you will be charged £10 more due to the amount of product we will have to use on your vehicle and extra coats of snow foam that we will have to use to work on your vehicle.
 - Product Costs: £10
 - Travel Costs: £10
 - Labour Costs: £20



Providing Feedback & Photos

We ask for your feedback. Please send us an email at (harveyellis0024@gmail.com) and let us know if there are ANY concerns – good or bad, you will also be provided with a link to our google page, where you are able to make an honest review of our service.

We also carry the right at the discretion of Harvey's Cleaning & Detailing Services to use pictures of your vehicle for marketing purposes and to publish on our website or any of our Social Media.

Your personal information will not be shown in the photos, all number plates will be blurred or covered with our **Custom Show Plates** and any of our surroundings of your property will be blurred out.

Termination of Service

Harvey's Cleaning & Detailing Services may cancel any services with clients if we experience that the customer is not treating our technician properly and respectfully. Instances of service termination include: being rude or harsh to our technician, or any other reason we determine to be worthy of service termination at our discretion.



I Understand That

- By using our services you hereby understand that Harvey's Cleaning & Detailing Services does not guarantee any specific outcomes or results with our cleaning and detailing services.
- As stated above, we reserve the right to charge an extra dirty fee totaling £15 extra for the job on top of the total cost at the discretion of the Harvey's Cleaning & Detailing technician (we will warn you).