

Blaze Detailing Service Agreement

This Service Agreement outlines the expectations, policies, and conditions for all detailing services performed by Blaze Detailing. By booking an appointment, the customer acknowledges and agrees to the terms below.

1. Service Expectations

- All detailing services aim to achieve an **80–95% improvement** based on the vehicle's current condition.
- Full restoration is not guaranteed, especially for:
 - Deep stains
 - Heavy oxidation
 - Etched paint
 - Permanent interior damage
 - Pet hair embedded in fabric
- Results vary depending on vehicle age, condition, and prior maintenance.

2. Pricing & Condition Adjustments

- Prices listed at booking are **estimates based on standard vehicle condition**.
- If the vehicle is excessively dirty, contains pet hair, mold, biohazards, or requires additional labor, the final price may increase.
- **Price increases will never exceed 50% of the original booking cost**, and the customer will be notified before work begins.

3. Deposit & Cancellation Policy

- A **50% deposit** is required to secure all appointments.
- Deposits are **non-refundable** for:
 - No-call / no-show
 - Cancellations within **24 hours** of the scheduled appointment
- If the customer cancels within 24 hours but wishes to reschedule, the deposit **may be applied to a future booking** at Blaze Detailing's discretion.

4. Customer Responsibilities

- Vehicle must be accessible at the scheduled time.
- All personal items should be removed prior to service.
- Blaze Detailing is **not responsible for lost, missing, or damaged personal items** left inside the vehicle.
- For mobile appointments, the customer must provide:
 - Safe, legal parking

- Adequate space to work
- Access to the vehicle

5. Ceramic Coating Expectations

- Ceramic coatings provide enhanced gloss, hydrophobic properties, and long-term protection.
- Coatings require proper maintenance to perform as intended.
- Coatings do **not** prevent:
 - Scratches
 - Rock chips
 - Swirl marks from improper washing
 - Water spotting
- Blaze Detailing is not responsible for coating failure due to improper maintenance after installation.

6. Liability & Limitations

- Blaze Detailing is not responsible for:
 - Pre-existing damage
 - Weak or failing clear coat
 - Electrical or mechanical issues discovered during service
 - Damage caused by aftermarket accessories, loose trim, or prior improper detailing
- If a vehicle's condition poses a safety or health risk (mold, infestations, biohazards), Blaze Detailing may refuse service.

7. Satisfaction Guarantee

- If you are not satisfied with the results, please notify us within **24 hours** of service.
- We will address concerns within reasonable limits based on the vehicle's condition and the service performed.

8. Agreement

By booking with Blaze Detailing, the customer acknowledges that they have read, understood, and agree to all terms listed in this Service Agreement.