

Terms and conditions

Terms and Conditions of Service – Crystal Valeting Ltd

1. The service you choose and book will be the service performed during the appointment. A reasonable amount of care and skill will be used.
2. We will do our best to ensure all services are carried out by the time and day agreed.
3. If the situation arises that we cannot complete the required service on the day that was requested we will look to rebook a convenient appointment for both parties. In the event that we fail to complete the service on time or at all we accept no liability at that time.
4. While your vehicle is in our possession we will always take reasonable care. If actually damage is caused through our negligence we aim to arrange a reasonable damage compensation figure if we are unable to arrange for the damage to be repaired by one of our approved industry specialist. Additionally this must be agreed by the Director before any offer may be made.
5. Please be aware however we are not liable for:
 - 5.1. Third parties causing loss or damage to your vehicle ie not employees or agents.
 - 5.2. Loss/damage to the vehicle caused by severe weather, fire or explosion, national or local emergencies, flood, lighting, war or military operations, civil disorder, anything caused by competent authorities or done by government or any industry disputes.
 - 5.3. You must disclose to us all defects, damage, or weakness in your vehicle, known or suspected by you, which may be affected by the services, before we begin performing the cleaning process.
 - 5.4. Consequential loss to you or your vehicle resulting from any default on our part.
 - 5.5 Loss or damage to you or your vehicle caused by us attributable to defects, damage or weakness in your vehicle which were not disclosed to us by yourself (irrespective of weather such defects were known to you). Other than liability for death or personal injury arising out of our neglect acts or omissions.
6. We are not liable to insure your vehicle against loss while it is in our possession. Insurance of your vehicle is your responsibility at all times.
7. Payment will be made to us by your selves for the amount shown for that service in our price and service guide.
8. You shall pay our selves in full before you the return of your vehicle keys. We shall be entitled to a lien over your vehicle entitling us to retain it, and not release it to you until you have made payment in full to our selves.
9. If any amount remains unpaid on its due date, we shall be entitled to charge interest on such unpaid amount.
10. You will be liable to us for any death, injury or damage suffered by us or our staff attributable to any defect in your vehicle, or any harmful contents.
 - 10.1. In the event that any customer acts in an aggressive or unacceptable manor and puts any of our staff or management at potential risk of physical or mental harm we will reserve the right to leave the premises even if the service is not finalised and/or full payment has been made.
 - 10.2. On occasions we will take up to a 25% deposit over the phone using our card machine facilities before performing our services, In the event that we arrive on site at the agreed time and date and there is no one at the property and we are unable to contact your selves on the information given, the deposit will not be refunded.
 - 10.3. If a deposit is taken and cancelation is not made before 48 hours before we are scheduled to arrive we reserve the right to not return the deposit.

11. It should be noted that polish and other cleaning products can be slippery and extreme caution should be exercised when collecting your vehicle. We accept no liability whatsoever for loss or damage caused as a consequence of failing to heed this warning.

12. Old or non original paintwork can be damaged by the cleaning process. All such defects shall be indicated to our staff prior to commencement of the cleaning process.

13. Child seats must be refitted by your selves. We will not be able to re-fit seats under any circumstances.

14. Engine bay and manufacturers warranty wax can be removed at your request and your risk. Please check with your dealership to ensure that your vehicle engine and all ancillary components are safe to clean and advise us of any alarms, immobilisers or other electronic components fitted, prior to commencement of the cleaning process.

15. No liability will be accepted for damage to polished metal finishes that are not protected by a lacquer unless we are made aware of this prior to the commencement of the cleaning process.

16. You confirm that you have a spare set of keys for the vehicle and that we shall not be liable for loss or damage caused to you or the vehicle by our losing the keys or locking them in the vehicle.

17. Older cars may have weaker plastics and we agree to provide the services totally at your risk in respect of vehicles over 4 years old.

18. Our determination of the size category of your vehicle with regard to the pricelist shall be final and binding.

19. Explanations of specific words & terms:

19.1 'Price Guide' means the then current list of prices for the various services provided by us from time to time, and advised to you.

19.2 'the services' means the vehicle valeting services selected by you from those offered by our selves from time to time.

19.3 'the cleaning process' Means the vehicle valeting services selected by you from those offered by our selves from time to time.

19.4 'the vehicle' means any car, van, commercial vehicle, motorcycle, caravan, lorry or any other form of transport accepted by us for cleaning.

19.5 'we', 'us' & our selves means Crystal Valeting Ltd.

19.6 'you' or 'your selves' means the customer we make this agreement with, including any persons we reasonably believe is acting with the customers authority or knowledge.