

Carbon Detailing – Terms & Conditions

1. Booking Terms

All personal belongings should be removed from the vehicle before any work begins. Carbon Detailing does not accept liability for loss or damage to personal property whilst the vehicle is in our care.

It is the client's responsibility to disclose any known defects, weaknesses, or issues with the vehicle that may be affected by the cleaning or detailing process. Sharing the vehicle's condition helps us provide the most appropriate service.

Unless previously agreed, we will require access to an electrical supply.

After an initial wash, further work may occasionally be required to achieve the desired result. If this occurs, we will contact you before continuing.

For all clients, a deposit of up to 50% may be required to secure your booking. The remaining balance is due upon completion of the service.

An additional charge may apply for excessive pet hair unless discussed and agreed at the time of booking.

2. Cancellations

Our cancellation policy is as follows:

Notice of Cancellation	Compensation Payable
48 hours or less	100%
5 – 7 days prior	75%
8 – 14 days prior	50%

3. Payment Terms

A price will be agreed prior to work commencing, based on the information provided by the client and the condition of the vehicle at the time of booking.

If additional work is required to achieve the agreed standard, Carbon Detailing will contact the client to discuss any adjustment to the price.

If we cannot contact the client or an authorised representative, the additional work will not be carried out and the final result may be affected.

Carbon Detailing reserves the right to amend the price during the detail if necessary, with all changes communicated before proceeding.

Upon completion of the agreed work, an invoice will be issued.

Payment is due immediately upon completion unless otherwise agreed in writing.

Accepted payment methods include bank transfer, card payment, or cash.

In the event of late payment, Carbon Detailing reserves the right to charge interest and recovery costs as permitted under the Late Payment of Commercial Debts (Interest) Act 1998 (as amended).

This includes: Statutory interest at 8% above the Bank of England base rate on overdue balances, calculated daily from the due date until full payment is received; and fixed compensation fees as follows: £40 for debts up to £999.99, £70 for debts between £1,000–£9,999.99, and £100 for debts of £10,000 or more.

Carbon Detailing also reserves the right to claim reasonable additional costs incurred in recovering late payments where the fixed compensation does not cover the full recovery expense.

Future services may be suspended until outstanding balances are cleared in full.

4. Pricing Agreements & Non-Compliance

Any agreed pricing strategy, maintenance plan, or discounted rate is conditional upon the client adhering to the agreed schedule, payment terms, and conditions.

If the client fails to maintain the agreed frequency or payment schedule, Carbon Detailing reserves the right to revoke the discount and charge standard retail prices for future services.

Reinstatement of any discounted rate will be at the sole discretion of Carbon Detailing.

Failure to comply with agreed terms may also result in the suspension of services or cancellation of ongoing arrangements.

5. Promotions

If discounts or special offers are applied at the time of booking, payment must be made either at the time of booking or within 7 days (unless otherwise stated).

Failure to comply will result in the discounted offer being revoked and the full standard price being charged.

6. Maintenance & Prepaid Packages

For Maintenance Details purchased as part of a New Car Protection package, full payment is required at the time of sale. Services must be carried out within 4 weeks unless otherwise agreed.

For Prepaid Packages, each service must be carried out every 4 weeks. Failure to do so may result in additional charges or the package being void.

7. Parking Charges / Congestion Charges

Any parking charges or congestion fees incurred by Carbon Detailing while working on a vehicle will be charged to the client and included on the invoice.

8. Safe Working Environment

The client is responsible for providing a safe working environment for our staff or contractors.

Please ensure suitable parking is available prior to our arrival.

Any parking fines or penalties incurred due to the unavailability of suitable parking will be passed on to the client.

9. Gift Vouchers

Gift vouchers are valid for 6 months from the date of purchase and are non-refundable.

Vouchers represent a cash value; if the chosen service exceeds this value, the difference must be paid by the client.

10. Keys

We offer a key-hold service. All keys held by Carbon Detailing are logged in and out, with a receipt provided where applicable.

Keys are kept securely and are only accessed at the client's request.

Keys are left in our care entirely at the client's own risk. Carbon Detailing does not accept liability for loss, damage, or theft of keys or key fobs while in our possession.

11. Social Media

From time to time, we may take photographs of our work for use on social media and our website.

Vehicle number plates will always be covered, and locations will never be disclosed.

If you do not wish for images of your vehicle to be used, please inform us before or at the time of your appointment.

Entrusted with the Best

Carbon Detailing