



Paintless Dent Repair Service Agreement & Terms

At Dentorama, we take pride in delivering high-quality paintless dent repair (PDR) while preserving your vehicle's factory finish. Our goal is honest communication and professional results. Before service begins, please review the following terms.

By approving an estimate or scheduling service, you acknowledge and agree to the terms below.

1. Scope of Services

Dentorama provides mobile paintless dent repair ("PDR") services throughout the Dallas-Fort Worth metroplex. Services are performed at customer-approved locations, subject to safe access, adequate working space, and reasonable environmental conditions.

2. Nature & Limitations of Paintless Dent Repair

Paintless dent repair is a specialized technique used to reshape metal panels without repainting or applying body filler. While highly effective, results depend on:

- Dent size, depth, and location
- Metal stretch
- Panel accessibility
- Paint condition
- Prior repairs

Not all dents can be restored to pre-damage condition. Sharp creases, deep impacts, overstretched metal, and previously repaired panels may limit results.

Dentorama will communicate realistic expectations before beginning work.

Dentorama does not guarantee 100% restoration in every case.

3. Estimates

All estimates provided via:

- Text message
- Email
- Photo submission
- Phone conversation

are preliminary estimates only.

Photo and text estimates are preliminary and subject to change after in-person inspection.

Final pricing may change after physical inspection due to:

- Additional hidden damage
- Panel access limitations
- Previously undisclosed repairs
- Structural factors not visible in photos

Customer approval will be obtained before any price adjustment or additional work is performed.

4. Pre-Existing Conditions

Customer acknowledges that:

- Pre-existing paint damage (chips, cracks, scratches, failing clear coat) may become more visible during or after repair.
- Previously repainted or repaired panels carry increased risk of paint lifting or cracking.
- Panels containing body filler or non-factory finishes may not respond predictably to PDR techniques.
- Rust, corrosion, weakened metal, or prior structural damage may affect results.

Dentorama is not responsible for pre-existing damage or prior repairs.

5. Hail Damage & Multiple Dent Repairs

For hail-damaged vehicles or vehicles with multiple dents:

- Complete restoration may not be possible where metal has been overstretched.
- Minor imperfections may remain depending on panel condition and severity.

Dentorama's objective is the highest possible improvement while preserving factory paint.

6. Mobile Service Conditions

As a mobile service provider, Dentorama requires:

- Safe and reasonable access to the vehicle
- Adequate working space
- Sufficient lighting and environmental conditions

Dentorama is not responsible for delays or limitations caused by weather, lighting, site restrictions, or unsafe conditions.

7. Authorization to Perform Work

By approving an estimate, scheduling service, signing an invoice, or allowing work to begin, Customer authorizes Dentorama to perform agreed-upon repairs.

Additional repairs beyond the approved scope will require customer authorization before proceeding.

8. Payment Terms

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

Accepted payment methods include:

- Cash
- Card
- Approved digital payment methods

Prices do not include applicable Texas sales tax unless stated.

9. Cancellations

Appointments canceled with less than 24 hours' notice may be subject to a service fee.

10. Limitation of Liability

To the fullest extent permitted under Texas law:

- Dentorama's total liability for any claim arising from services performed shall not exceed the amount paid for the specific repair.
- Dentorama shall not be liable for indirect, incidental, consequential, or special damages.

Nothing in this agreement limits liability for conduct that cannot legally be limited under Texas law.

11. Governing Law

This Agreement shall be governed by and interpreted under the laws of the State of Texas.

12. Acceptance of Terms

By approving an estimate, replying "Confirmed" to a service authorization message, signing an invoice, scheduling service, or permitting work to begin, Customer acknowledges that they have read, understood, and agreed to these Terms.