



## **Terms and Conditions – Bella Car Customs & Detailing LLC**

Effective Date: 01/01/2025

By booking or using our detailing services (at our shop or through mobile service), you agree to the following terms:

### **1. Services Offered**

We provide interior and exterior vehicle detailing at our shop and through mobile service, based on the selected package.

### **2. Appointments & Cancellations**

Please give at least 24 hours' notice to cancel or reschedule. Late cancellations or no-shows may result in a fee. For mobile service, if we arrive and can't access the vehicle, a fee may apply.

### **3. Vehicle Condition**

We'll do our best, but some stains, odors, or damage may not be fully removed. Extra charges may apply for excessive dirt, pet hair, mold, or biohazards.

### **4. Mobile Service scan requirements**

We need safe, legal access to your vehicle and a space to work. Please make sure your vehicle is unlocked and keys are ready at the time of your appointment.

### **5. Weather Policy**

For mobile services, we may reschedule due to rain, snow, or extreme conditions. We'll contact you as soon as possible to rebook. We are not responsible for weather conditions after the detail is completed, including rain or environmental factors that may affect the vehicle's appearance.

### **6. Liability**

We are not responsible for lost items in the vehicle or pre-existing damage. We take care with every service but cannot be held liable for issues related to wear and tear.

### **7. Payments**

Payment is due after service is completed. We accept [cash/card/mobile payments]. Deposits are required for all appointments.

### **8. Satisfaction Guarantee**

If you're not satisfied, let us know within 24 hours. We'll do our best to resolve the issue.



## **9. Personal Belongings**

Please remove all personal belongings from your vehicle prior to your appointment. Bella Car Customs & Detailing LLC is not responsible for any items left inside the vehicle, including lost, misplaced, or damaged items. During the detailing process, items may be moved in order to properly clean the vehicle. If there are any items you do not want touched or handled, they must be removed before your appointment.

## **10. Engine Bay / Sensitive Areas**

Cleaning of engine bays or sensitive components is performed at the customer's own risk. Bella Car Customs & Detailing LLC is not responsible for any electrical or mechanical issues that may arise.

## **11. Pre-Existing Damage**

We are not responsible for pre-existing damage including scratches, dents, stains, discoloration, or worn surfaces. Any concerns should be noted prior to service.

## **12. Photo & Video Use**

We may take photos and videos of vehicles for marketing and promotional purposes (social media, website, etc.). License plates and personal information will not be intentionally displayed.

## **13. Right to Refuse Service**

We reserve the right to refuse service for any reason, including unsafe working conditions, inappropriate behavior, or vehicles in extreme condition.

## **14. Changes to Terms**

We may update these terms at any time. Using our services means you agree to the latest version.

### **Contact Us**

Bella Car Customs & Detailing LLC

Phone: (619) 481-7780

Email: [bellacarcustoms@gmail.com](mailto:bellacarcustoms@gmail.com)

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