

Terms & Conditions – Moxie Detailing LLC

Effective Date: 5/1/2025

1. Services Provided

Moxie Detailing offers professional mobile auto detailing services, including but not limited to interior detailing, exterior washing, paint correction, and ceramic coatings. All services are performed at the client's location unless otherwise agreed upon.

2. Booking & Cancellation Policy

Appointments must be scheduled at least **24 hours** in advance. Cancellations or rescheduling requests must be made at least **24 hours** prior to the scheduled appointment.

Late cancellations or no-shows will result in a fee of **\$50**. Excessive rescheduling may result in refusal of future service.

Service Area Policy:

Our standard service area includes locations within a 45-minute drive from 10589. For clients outside this range, a travel fee will apply:

- 15–30 minutes: \$25
- 30–45 minutes: \$50
- 45 minutes–1 hour: \$75
- 1 hour+: \$100+

Travel fees are added to the total invoice and must be agreed upon prior to booking. Service availability beyond 1 hour may be limited and is subject to approval.

3. Payment Terms

Payment is due immediately upon completion of service unless otherwise agreed in writing. We accept the following payment methods: Cash, Credit/debit card, Venmo, Zelle, Check

All card payments are subject to a minimum processing fee of **3%** if applicable but may vary because of state/county laws

Unpaid invoices past **3** days will incur a late fee of **\$15** per day.

4. Client Responsibilities

The client must ensure:

- Safe, legal, and accessible parking for the duration of the service
- Access to water and/or power if required (for certain services)
- Vehicle is unlocked and ready at time of service
- All personal items are removed from the vehicle

Moxie Detailing is **NOT** responsible for lost or damaged personal items left in/outside the vehicle.

5. Weather Policy

In cases of extreme weather (heavy rain, snow, high winds, or extreme temperatures), Moxie Detailing reserves the right to cancel or reschedule appointments. Clients will be notified as early as possible, and a new time will be arranged.

6. Satisfaction Guarantee

Client satisfaction is our priority. If you are not satisfied with the service provided, please notify us within **24 hours** of completion. We will work with you to resolve the issue, within reasonable expectations.

7. Damage & Liability

While we take great care with every vehicle, Moxie Detailing is not liable for:

- Pre-existing damage (including scratches, dents, or interior/exterior stains)
- Damage to loose or non-factory parts
- Electrical issues unrelated to the detailing service
- Weather-related effects on the vehicle after the service is completed (e.g., rain affecting a wax or coating cure time if the vehicle is not sheltered as advised)

It is the client's responsibility to follow all aftercare instructions provided at the time of service to ensure the best results. We are not responsible for issues that arise due to failure to follow these instructions.

Photos may be taken before and after service for documentation purposes.

8. Service Refusal

We reserve the right to refuse service if the vehicle is deemed unsafe, excessively dirty beyond standard expectations, contains biohazards, or if the environment poses a risk to our team.

9. Changes to Terms

We may update these Terms & Conditions at any time. Any changes will be posted to <https://www.moxiedetail.com/>, and the new terms will apply from the date of posting.

10. Contact Us

For questions or concerns, please contact us at:

📞 914- 200- 4734

✉️ nolan@moxiedetailing.com or steven@moxiedetailing.com

🌐 <https://www.moxiedetail.com/>

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