



Terms and Conditions of Service.

Avon Auto Detailing

Last updated: Feb 2026

1. Definitions

- “We”, “Us”, “Our” refers to Avon Auto Detailing.
- “Customer” refers to the individual or business booking a service.
- “Vehicle” refers to any car, van, motorcycle or other vehicle presented for service.
- “Services” refers to any detailing, valeting, coating, or associated work carried out.

2. Acceptance of Terms

By booking or allowing work to commence, the customer agrees to be bound by these Terms & Conditions in full. These terms apply to all services, whether carried out on-site, at our premises, or at a third-party location.

3. Bookings & Deposits

- Bookings are subject to availability.
 - A deposit may be required for:
 - Paint correction
 - Ceramic or graphene coatings
 - Multi-day services
 - High-value vehicles
 - Deposits are non-refundable unless cancellation is made in accordance with Section 4.
 - Final pricing may change if the vehicle condition differs from that described at booking.
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4. Cancellations & No-Shows

- Minimum **24 hours' notice** is required for cancellations or rescheduling.
 - Cancellations within 24 hours may incur a charge of **up to 50%**.
 - Failure to provide access to the vehicle at the agreed time may be charged in full.
 - Weather-related rescheduling for mobile services will not incur penalties.
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5. Vehicle Condition & Pre-Existing Damage

- Customers must disclose any:
 - Paint defects
 - Mechanical faults
 - Electrical issues
 - Non-standard paint or respray work
 - We are **not responsible for pre-existing damage**, including:
 - Stone chips
 - Clear coat failure
 - Rust
 - Poor previous repairs
 - Photos may be taken before work begins to document condition.
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6. Service Limitations & Expectations

Detailing & Cleaning

- Detailing enhances appearance but **does not restore vehicles to new condition.**
- Heavily soiled interiors, pet hair, stains, or odours may not be fully removable.

Paint Correction

- Paint correction improves gloss and reduces defects.
- Deep scratches, etching, or clear coat failure may remain visible.
- Multi-stage correction improves finish but does not guarantee 100% defect removal.

Ceramic / Graphene Coatings

- Longevity depends on:
 - Aftercare
 - Mileage
 - Storage conditions
 - Washing methods
- Coatings are **not scratch-proof.**
- Warranty applies only if maintenance guidance is followed.

7. Add-On Services & Mechanical Items

- Services such as tyre pressure checks, fluid checks, wiper replacement, or air filter changes are **visual and basic only.**
 - We do not diagnose mechanical faults.
 - We are not responsible for issues arising from:
 - Pre-existing wear
 - Faulty components
 - Incorrect parts supplied by the customer
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8. Damage & Liability

- Avon Auto Detailing carries appropriate public and treatment risk insurance.
 - We are **not liable** for:
 - Mechanical failure
 - Electrical faults
 - Warning lights
 - Alarm system issues
 - Pre-existing cosmetic damage
 - Any concerns must be raised **before the technician leaves**.
 - Claims made after departure may not be accepted.
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9. Personal Belongings

- Customers must remove valuables prior to service.
 - We are not responsible for loss or damage to items left in the vehicle.
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10. Mobile Service Conditions

- Mobile services require:
 - Safe access to vehicle
 - Adequate space
 - Legal parking
 - Access to water/electricity if required
 - Poor weather may result in rescheduling.
 - We reserve the right to refuse service if conditions are unsafe or unsuitable.
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11. Photography & Marketing Use

- We may take before-and-after photos for:
 - Marketing
 - Social media
 - Portfolio use
- Registration plates and identifying details will be obscured.
- Customers may opt out by notifying us before work begins.



12. Pricing & Payment

- Payment is due immediately upon completion unless otherwise agreed.
 - Accepted payment methods:
 - Bank transfer
 - Card
 - Cash
 - Late payment may result in refusal of future services.
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13. Warranty & Guarantee

- We guarantee workmanship, not results affected by:
 - Environmental exposure
 - Incorrect washing
 - Automatic car washes
 - Neglect
 - Coating warranties are valid only when:
 - Maintenance guidelines are followed
 - Proof of maintenance can be provided
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14. Right to Refuse Service

We reserve the right to refuse service for:

- Aggressive or abusive behaviour
 - Unsafe vehicles
 - Misrepresentation of vehicle condition
 - Non-payment history
 - Illegal or inappropriate requests
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15. Commercial & Fleet Clients

- Separate terms may apply to fleet or contract work.
- Payment terms must be agreed in writing.
- Missed appointments may be chargeable.
- Volume discounts do not override cancellation terms.

16. Data Protection & GDPR

- Customer data is stored securely.
- Information is used only for:
 - Bookings
 - Invoicing
 - Communication
- We do not sell or share personal data.
- Customers may request data removal in writing.

17. Governing Law

These Terms & Conditions are governed by the laws of **England and Wales**.

18. Contact Information

Avon Auto Detailing

Bristol & South West

Email: info@avonauto.co.uk

Website: www.avonauto.co.uk