

## MAX WAX - Terms and Conditions

### **1. Services**

1.1. All valeting services are inclusive of chemicals, travel, labour and insurance costs unless otherwise stated.

1.2. MAX WAX does not accept any responsibility or liability for any malfunction, damage, injury, failure or loss that may arise from the services provided to the Client or the products used by MAX WAX.

1.3. Whilst every effort is made to ensure that valeting services are carried out to the highest standard (according to the condition of a vehicle), the Client is advised to check the vehicle(s) on completion of the valet. If there is any cause for dissatisfaction, the Client should point out the discrepancy to the valeter, who will endeavour to correct it at that time and to the best of their ability. No responsibility can be accepted by MAX WAX for omissions or discrepancies detected after the valeter has left the Client's premises. Should the valet be carried out with the 'Client not present' and the Client has cause for complaint, the Client is asked to contact MAX WAX within 24 hours of the valet. Should the Client fail to adhere to this time scale then MAX WAX may decline to rectify any omissions or discrepancies.

1.4. Prior to commencement of the service, the Client must disclose any known or suspected defects, damage or weakness in the vehicle which may be affected by our services.

1.5. As part of its policy to improve the quality of services, MAX WAX reserves the right to alter specifications of any services without prior notice.

1.6. If the Client fails to keep an appointment, or if the Client's vehicle is not available, a cancellation fee may be levied if less than 24 hours prior notice is received by MAX WAX from the Client. The cancellation fee is 50% of the service booked or £25, whichever is the greater.

1.7. Please remove your personal items from the vehicle before the valet. MAX WAX will not be held responsible for any items that may have been left in the vehicle.

### **2. Prices**

2.1. Prices stated on any advertising are for medium sized vehicles. There is an extra charge of +10% for large vehicles and +20% for 4x4 & MPV's.

2.2. Prices are subject to change & are inclusive of VAT.

2.3. Whilst MAX WAX will endeavour to comply with any quotation or estimate given, vehicles in an extremely poor condition will attract an extra charge.

### **3. Payment**

3.1. In the absence of approved credit facilities, payment in full is due on completion.

3.2. Payment may be made by cash, cheque, debit card, credit card or Gift Vouchers. Debit cards are subject to a £1 surcharge and credit cards are subject to a 5% surcharge.

3.3. Before credit facilities can be approved, the Client will provide MAX WAX with full

address, telephone/fax number, e-mail address and contact name of its accounts department.

3.4. Where credit facilities exist, payment in full is required within 7 days from date of invoice unless otherwise agreed.

3.5. Payments in any form, if returned or represented by the bank, will incur an administration charge of £30 per transaction.

3.6. Invoices outstanding beyond normal credit terms will be passed to a debt recovery agent, and will be subject to a surcharge of £100 per invoice outstanding. Such accounts will also be subject to any other costs involved in obtaining settlement. MAX WAX reserves the right to charge interest at 8% over base rate on overdue accounts, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, if settlement is not within its agreed credit terms. Where preferential discounts have been given, if payment in full is not received by the due date, these discounts will automatically be disallowed.

#### **4. Licenses**

4.1. Should it be required that a licence, permit, authorisation or permission be granted for valeting to be carried out at Clients premises, car park or other location, it is the responsibility of the Client to obtain any such licence, permission, authorisation or permit from the owner/operator of the premises, car park or other location.

4.2. The Client will be responsible for any payments/fines/fixed penalty ticket to the owners/operators of any such location. If any vehicle owned or operated by MAX WAX is disabled in any way at the Client's premises, car park or other location, the client will be responsible for all costs involved in releasing the vehicle.

#### **5. Gift Vouchers**

5.1. MAX WAX will provide Gift Vouchers when requested.

5.2 Payments must be received and cleared before a Gift Voucher will be issued.

5.3 Gift Vouchers may be used as full or part payment for any of MAX WAX's services. Any difference in value between Gift Vouchers tendered and services supplied must be paid in accordance with Clause 3.2.

5.4 Gift Vouchers are usually valid 6 months from date of issue, or in any event only until the expiration date on the Gift Voucher. If the Gift Voucher expires before the valet is completed, no refund will be given.

5.5 The Gift Voucher has no monetary value.

5.6 Gift Vouchers must be valid and presented to the valeter on the date of valeting.