

Service Agreement

Thank you for choosing **In The Details LLC**. Our goal is to make your detailing experience simple, convenient, and straightforward. Please review the following before your appointment.

Appointment Confirmation

All appointments are reviewed by our team and will be confirmed prior to your scheduled service.

Submitting or requesting an appointment does not guarantee availability until you receive confirmation from In The Details LLC.

Authorization to Perform Services

By booking and confirming an appointment with In The Details LLC, you authorize our team to perform the requested mobile detailing services on your vehicle at the service address provided.

You acknowledge and agree to our applicable service, cancellation, weather, and payment policies.

Pricing & Vehicle Condition

Prices shown or quoted are based on the information provided at the time of booking and the expected condition and size of the vehicle.

Final pricing may vary based on factors including:

- Vehicle size
- Overall condition
- Excessive dirt or debris
- Pet hair
- Stains or heavy buildup
- Personal belongings that must be moved or worked around
- Additional services or add-ons requested

If your vehicle contains excessive belongings, dirt, pet hair, or requires substantially more work than anticipated, additional charges may apply.

To help us provide the most accurate price possible, we encourage you to send photos of your vehicle before your appointment if you are unsure about its condition.

If we determine that additional charges are necessary, we will communicate that with you before proceeding with work outside the originally agreed scope whenever reasonably possible.

Preparing Your Vehicle

Please remove personal belongings, valuables, fragile items, and important documents from your vehicle before your technician arrives.

This is especially important for:

- Glass or breakable items
- Jewelry
- Electronics
- Cash
- Important documents
- Small items that could accidentally be vacuumed, moved, or misplaced

Removing these items helps protect your belongings and allows our technicians to safely and thoroughly detail your vehicle.

Cancellation & Rescheduling

We understand that plans change. If you need to cancel or reschedule your appointment, please contact us as soon as possible.

Appointments may be subject to our current cancellation and rescheduling policies.

Weather

Because we provide mobile detailing services, weather conditions may occasionally affect our ability to safely or effectively complete your appointment.

In the event of severe weather, unsafe conditions, or conditions that could negatively affect the quality of your service, we may contact you to adjust, reschedule, or relocate the appointment.

Payment

Payment is due according to the payment terms provided with your appointment.

Any approved additional services or charges resulting from vehicle condition, size, or requested add-ons will be included in the final amount due.

Before & After Photos or Videos

We may ask for your permission to take before-and-after photos or videos of your vehicle.

This permission is completely optional and is not required to receive service from In The Details LLC.

Before your appointment, you may receive an email or text message asking whether you consent to photos or videos being taken and potentially used for quality control, our website, social media, advertising, or other marketing purposes.

Simply respond or select:

YES — I consent.

or

NO — I do not consent.

If you receive the request by email, you may simply click **Yes** or **No**.

If you receive the request by text message, you may simply reply **YES** or **NO**.

If you decline or do not provide consent, it will not affect your appointment or the services you receive.

When permission is granted, In The Details LLC will make reasonable efforts not to intentionally display personally identifying information such as your home address, face, or clearly visible license plate without additional permission.

Questions?

If you have any questions about your appointment or these service terms, please contact In The Details LLC before your scheduled service.

By confirming your appointment, you acknowledge that you have had the opportunity to review this Service Agreement and understand the policies applicable to your service.