

# NEVINS MOBILE DETAILING

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## TERMS OF SERVICE

*Last Updated: February 13th, 2026*

*Updated: June 10th, 2026*

**By booking or receiving services from Nevins Mobile Detailing, LLC (“Company,” “we,” “us”), the customer (“Client,” “you”) agrees to the following Terms of Service.**

### 1. Services Provided

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Nevins Mobile Detailing provides mobile automotive detailing services including, but not limited to:

- Maintenance (Clean & Refresh)
- Most Popular (Deep Clean Detail)
- Best Results (Complete Restoration)
- Interior Detailing
- Exterior Detailing
- Clay Bar Treatment
- Ceramic Sealant
- Carpet Extraction
- Odor Treatment Services

Services are limited to the scope agreed upon at booking and do not include restoration, repair, bodywork, or mechanical services unless expressly stated in writing.

### 2. Booking & Communication

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Appointments may be scheduled via website, call, email, or text message. Text message communication is the primary method for confirmations, updates, approvals, scheduling, and service modifications.

By booking an appointment, the Client confirms that all information provided is accurate. Communications, approvals, estimates, and modifications provided electronically or via text message constitute written agreement.

### 3. Customer Responsibilities

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The Client agrees to the following prior to service:

- Vehicle must be accessible at the scheduled time.
- Personal belongings must be removed prior to service.

- Areas containing personal items may be excluded from cleaning.
- Access to running water and electricity must be provided unless otherwise agreed.
- Pets must be secured away from the work area.

Nevins Mobile Detailing is not responsible for lost or misplaced personal items.

### **Customer-Provided Conditions**

The Client is responsible for ensuring that all customer-provided conditions, including but not limited to water supply, electrical access, driveway or parking surface, and surrounding environment, are safe, functional, and suitable for mobile detailing services.

Nevins Mobile Detailing shall not be liable for damage, delays, equipment malfunction, or incomplete services resulting from faulty, unsafe, or inadequate customer-provided utilities, surfaces, or site conditions, including but not limited to power outages, water quality issues, uneven or sloped surfaces, or environmental hazards.

If customer-provided conditions prevent safe or effective service, Nevins Mobile Detailing reserves the right to modify, pause, or discontinue services. Such circumstances do not constitute grounds for a refund.

## **4. Pre-Existing Damage & Vehicle Condition**

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Nevins Mobile Detailing is not responsible for pre-existing damage, including but not limited to:

- Interior stains, rips, tears, burns, or excessive wear.
- Paint scratches, swirl marks, rock chips, oxidation, or fading.
- Mechanical, electrical, or sensor issues.
- Damage caused by prior repairs, aftermarket parts, or overall vehicle condition.

The Client acknowledges that detailing may reveal or accentuate pre-existing damage previously obscured. Nevins Mobile Detailing reserves the right to document vehicle condition via photographs or video before, during, and after service for quality assurance and dispute resolution.

## **5. Service Limitations**

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Some conditions may limit results, including severe neglect, permanent staining, odor saturation, or wear beyond repair. Complete removal of stains, odors, or imperfections is not guaranteed.

## **6. Satisfaction Policy & Acceptance of Service**

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If the Client is unsatisfied:

- A spot touch-up may be provided within the original scope of work.
- Concerns must be communicated before the technician leaves the job site.

Departure from the service location constitutes completion and acceptance of services. Failure to raise concerns on-site constitutes acceptance of work performed.

## 7. Payment Terms & Deposits

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Payment for services is due immediately upon completion. Accepted payment methods will be communicated at booking. Checks are not accepted.

### Deposit Requirements

A non-refundable deposit is required at the time of booking to secure an appointment. Deposits are applied toward the final service total.

- **Maintenance & Most Popular Services:** \$50 non-refundable deposit required at booking.
- **Best Results Services:** \$50 non-refundable deposit required due to extended time, labor, and scheduling.

Additional deposits may also be required for:

- XL vehicles (large SUVs, trucks, vans, oversized vehicles).
- Vehicles requiring excessive cleaning due to extreme dirt, pet hair, biohazards, or neglect.

Failure to appear for a scheduled appointment, late cancellations, or refusal of service access may result in forfeiture of the deposit. Failure to submit remaining payment upon completion may result in additional fees, collection efforts, refusal of future services, and use of documentation to contest payment disputes.

## 8. Cancellations & Rescheduling

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- Cancellations must be made at least 24 hours prior to the scheduled appointment.
- Late cancellations or no-shows may result in forfeiture of the deposit.
- Appointments may be rescheduled due to weather, equipment issues, or operational needs.

## 9. Refund Policy

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Refunds are only applicable if Nevins Mobile Detailing is unable to perform the scheduled service. No refunds will be issued for completed, accepted, or partially completed services, including services discontinued due to unsafe conditions or customer-provided issues.

## 10. Weather Policy

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Nevins Mobile Detailing operates outdoors and is subject to weather conditions.

- In the event of unsafe or unsuitable weather (including rain, snow, high winds, or extreme temperatures), the Company reserves the right to reschedule the appointment.

- When rescheduled due to weather, the Client's deposit will be transferred to the next available date with no penalty.
- If the Client chooses to cancel instead of rescheduling due to weather, the deposit remains non-refundable.

Weather-related delays or rescheduling do not constitute grounds for a refund.

## **11. Right to Refuse or Discontinue Service**

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Nevins Mobile Detailing reserves the right to refuse or discontinue service for any reason, including unsafe conditions, misrepresentation of vehicle condition, failure to meet customer responsibilities, or unsuitable customer-provided conditions. Discontinued services under these circumstances do not constitute grounds for a refund.

## **12. Limitation of Liability & Chargeback Protection**

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Nevins Mobile Detailing shall not be liable for:

- Pre-existing damage.
- Mechanical or electrical failures.
- Damage arising from customer-provided conditions.
- Results limited by vehicle condition.
- Indirect, incidental, or consequential damages.

Liability, if any, is limited to the total cost of the service provided.

By accepting services, the Client agrees not to initiate chargebacks or payment disputes for services rendered in accordance with these Terms. In the event of a dispute, the Client authorizes Nevins Mobile Detailing to submit documentation, photographs, communications, and these Terms as evidence of authorized and completed work.

## **13. Governing Law**

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These Terms of Service are governed by the laws of the State of Colorado.

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## **14. Acceptance of Terms**

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**By booking, submitting a deposit, authorizing service, or receiving services from Nevins Mobile Detailing, the Client acknowledges they have read, understood, and agreed to these Terms of Service in full.**