

TH Detailing Ltd – Terms & Conditions

Effective Date: 1st January 2026

1. Introduction

These Terms & Conditions ("Terms") govern all services provided by TH Detailing Ltd. By booking any service with us, you acknowledge that you have read, understood, and agree to be bound by these Terms in full.

If you do not agree with any part of these Terms, you must not proceed with booking or using our services. If you require clarification on any point, contact us before your appointment.

TH Detailing Ltd ("we", "us", "our")

Customer ("you", "your")

Service/Services means any detailing, protection, or related service provided by TH Detailing Ltd

2. Governing Law

These Terms are governed by and construed in accordance with the laws of England and Wales. Both parties submit to the exclusive jurisdiction of the courts of England and Wales for resolution of any disputes arising from these Terms or the Services provided.

Failure by TH Detailing Ltd to enforce any right or provision of these Terms does not constitute a waiver of that right or provision. If any provision is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

These Terms constitute the entire agreement between you and TH Detailing Ltd regarding our Services and supersede all prior agreements, representations, and understandings.

3. Changes to Terms

We reserve the right to modify, amend, or replace these Terms at any time at our sole discretion. Material changes will be notified to customers via email or prominent notice on our website at least 30 days before the revised Terms take effect.

Your continued use of our Services following the effective date of revised Terms constitutes acceptance of those changes. If you do not agree to the new Terms, you must discontinue use of our Services and cancel any future bookings.

4. Quotations & Pricing

All quotations provided are valid for 14 calendar days from the date of issue, subject to the vehicle's condition remaining materially unchanged as determined by our assessment.

Quotations are estimates based on information provided by the customer and initial inspection where applicable. If upon commencement of work we discover the vehicle's condition differs materially from that described or expected, we reserve the right to adjust pricing accordingly. We will notify you of any material price changes before proceeding with additional work.

Published prices on our website or marketing materials are subject to change without notice. The price agreed at time of booking confirmation is the price that applies to your service.

5. Deposits & Payment Terms

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5.1 Deposit Requirements

All bookings require a non-refundable 50% deposit to secure your appointment, regardless of service value or type. This deposit confirms your commitment to the scheduled service and allows us to allocate resources, decline other bookings, and prepare for your vehicle.

5.2 Deposit Payment Deadline

Deposits must be paid within 48 hours of booking confirmation. Failure to pay within this timeframe will result in automatic cancellation of your appointment without further notice. No booking is confirmed until deposit payment is received and confirmed by TH Detailing Ltd.

5.3 Deposit Terms

Deposits are strictly non-refundable except where explicitly stated in Section 6.6 (Exceptional Circumstances). Your deposit secures your appointment slot and compensates us for turning away other customers during your reserved time.

5.4 Balance Payment

The remaining 50% balance is due in full before vehicle release. We will not release your vehicle until all outstanding amounts are paid. Acceptable payment methods include cash, debit card, credit card, Apple Pay, Google Pay, and bank transfer. We do not accept cheques.

For collection services, payment must be received before we deliver your vehicle to the agreed location.

5.5 Late or Non-Payment

Failure to pay the remaining balance within 24 hours of service completion notification will result in:

1. Vehicle retained in our secure facility (storage fees may apply at £25 per day after 48 hours)
2. Instruction of debt collection proceedings for the outstanding amount plus administrative fees
3. Potential legal action to recover amounts owed

We maintain full insurance coverage for vehicles in our possession. Your vehicle remains secure in our facility until payment is received in full.

6. Cancellation & Rescheduling Policy

6.1 Cancellations by Customer: 14+ Days' Notice

If you cancel your booking at least 14 calendar days before your scheduled appointment:

- Your deposit will be held as credit toward a future booking
- Credit must be used within 30 calendar days of your original appointment date
- After 30 days, unused credit will be forfeited
- No cash refunds will be issued under any circumstances
- Rescheduling is subject to our availability

6.2 Cancellations by Customer: Less Than 14 Days' Notice

If you cancel your booking with less than 14 calendar days' notice before your scheduled appointment:

- Your deposit is immediately forfeited
- You may be liable for up to 100% of the agreed service cost depending on our ability to fill your cancelled slot
- Any amounts due beyond the forfeited deposit must be paid within 48 hours
- Failure to pay will result in debt collection proceedings
- Future bookings will require full advance payment at our discretion
- No refunds will be issued

6.3 No-Show Policy

If you fail to attend your scheduled appointment without prior notification (a "no-show"):

- Your deposit is immediately forfeited
- You will be invoiced for up to 100% of the agreed service cost
- Invoice must be paid within 48 hours or debt collection proceedings will commence
- Future bookings will require full advance payment and are subject to our acceptance
- We reserve the right to refuse future bookings from customers with no-show history

6.4 Rescheduling by Customer

Requests to reschedule your appointment must be made at least 72 hours (3 full days) before your scheduled appointment time.

Rescheduling conditions:

- Rescheduled appointments must be completed within 30 calendar days of the original booking date to retain your deposit
- Rescheduling is subject to our availability at the time of your request
- We cannot guarantee availability for your preferred alternative date
- Requests made with less than 72 hours' notice will be treated as cancellations per Section 6.2
- Multiple rescheduling requests may result in forfeiture of deposit at our discretion

6.5 Cancellations or Rescheduling by TH Detailing Ltd

We will make every reasonable effort to complete all services on the date and time agreed during booking. However, we reserve the right to cancel or reschedule appointments in exceptional circumstances including but not limited to:

- Severe weather conditions that would compromise service quality or safety
- Staff illness or emergency
- Equipment failure or facility issues
- Vehicle condition materially different from description requiring additional time or specialist equipment
- Circumstances beyond our reasonable control (force majeure)

If we cancel or reschedule your appointment:

- We will notify you as soon as reasonably possible
- Your deposit will be fully refunded or transferred to a new date at your preference
- We are not liable for any consequential losses, travel costs, or other expenses you may incur
- Refunds will be processed within 5-7 working days

6.6 Exceptional Circumstances

In genuine exceptional circumstances such as medical emergencies, bereavement, or severe weather preventing travel, we may at our sole discretion:

- Allow deposit transfer to a future booking beyond the standard 30-day window
- Waive cancellation fees that would otherwise apply
- Provide partial refund of deposit

All claims of exceptional circumstances must be supported by appropriate documentation (medical certificate, death certificate, weather warnings, etc.). Decisions regarding exceptional circumstances are made solely at TH Detailing Ltd's discretion and are final.

7. Vehicle Requirements & Customer Responsibilities

7.1 Vehicle Size Classification

Vehicle size for pricing purposes is determined by manufacturer specifications, not customer assessment. We reserve the right to reclassify vehicles and adjust pricing if size category is incorrect.

7.2 Vehicle Preparation

Customers must remove all personal items, non-fixed accessories, and belongings from the vehicle before service commencement, including but not limited to:

- Child seats and booster seats
- Loose items in cabin, boot, and storage compartments
- Personal electronics and chargers
- Important documents
- Valuables of any kind

TH Detailing Ltd is not responsible for any personal items left in vehicles. While we take reasonable care, we strongly advise removing all belongings. Items found after service completion will be held for 30 days before disposal.

7.3 Vehicle Access & Keys

For collection and delivery services:

- You authorize TH Detailing Ltd to drive your vehicle to and from our facility
- You must provide all keys, fobs, alarm codes, garage access codes, and special instructions at time of booking
- Keys will be stored securely in our key management system
- You must inform us of any vehicle peculiarities, starting procedures, or handling requirements
- Failure to provide necessary access information may result in service delays or cancellation without refund

7.4 Vehicle Condition Disclosure

You must disclose any known damage, mechanical issues, paint defects, previous repairs, or modifications when booking. Failure to disclose material information may result in:

- Service refusal without refund
- Adjusted pricing to account for additional complexity
- Exclusion from warranty coverage for undisclosed issues

7.5 Fuel Requirements

Vehicles delivered to us must have sufficient fuel for test drives and movement within our facility (minimum quarter tank). If your vehicle requires refueling during our possession, you will be charged for fuel plus £25 administration fee.

8. Service Completion & Inspection

8.1 Estimated Timescales

All service completion times provided are estimates based on typical conditions. Actual completion times may vary due to:

- Vehicle condition requiring additional work
- Weather conditions affecting curing times or work quality
- Unforeseen complications discovered during service
- Resource availability

We will notify you as soon as reasonably possible if your service will require more time than originally estimated.

8.2 Late Customer Arrival

If you arrive late to collect your vehicle or late for your scheduled appointment:

- We reserve the right to reduce service time proportionally or reschedule entirely
- For arrivals more than 30 minutes late, we may cancel your booking without refund
- For collection delays, storage fees of £25 per day may apply after 48 hours

8.3 Customer Inspection Period

Upon service completion, you must thoroughly inspect your vehicle in our presence before leaving our facility or before accepting delivery. You must immediately report any concerns, dissatisfaction, or issues.

Critical deadline: Any complaints, concerns, or claims of unsatisfactory work must be reported to us within 48 hours of service completion or vehicle collection, whichever is earlier.

After 48 hours, the service is deemed fully accepted and satisfactory. We will not consider complaints, provide remedial work, or issue refunds for issues reported after this deadline.

9. Complaints & Dispute Resolution

9.1 Reporting Complaints

If you believe the service provided is unsatisfactory or there is an issue with work carried out, you must notify us within 48 hours of service completion by phone (01384 929075) or email (tom@thdetailing.co.uk).

All concerns must be raised directly with TH Detailing Ltd. We will not respond to complaints made via social media, review platforms, or third parties until you have followed our formal complaints procedure.

9.2 Inspection Requirement

Upon receiving your complaint, we will arrange to inspect your vehicle at our facility at a mutually convenient time within 5 working days.

No refunds or remedial work will be considered or provided without physical inspection by TH Detailing Ltd. We will not issue refunds, compensation, or remedial work based solely on photographs, videos, or descriptions provided by customers or third parties.

We will provide our assessment and proposed resolution within 3 working days of completing our inspection.

9.3 Third Party Involvement

We do not accept or act upon advice, assessments, opinions, or information provided by third parties including other detailers, body shops, or vehicle assessors.

Critical condition: If any third party attempts to rectify, or successfully rectifies, any suspected unsatisfactory work before we have inspected your vehicle and provided our assessment, we will not:

- Accept any liability for the original work
- Provide compensation for third party costs
- Offer refunds or remedial work
- Accept claims related to the original service

You must allow TH Detailing Ltd the first opportunity to inspect and remedy any issues before involving third parties.

9.4 Resolution Options

Following our inspection, we may at our sole discretion offer:

- Remedial work to address legitimate quality issues at no charge
- Partial refund if remedial work is not practical
- Full explanation if we determine work meets our quality standards
- Alternative resolution appropriate to the specific circumstances

Our decision regarding complaints and appropriate resolution is final.

9.5 Service-Specific Terms

Certain services may have additional specific terms and conditions that apply to complaints and warranty coverage. You should review service-specific terms before booking. Service-specific terms are available upon request and will be provided before service commencement.

10. Outsourced & Specialist Services

Certain specialist services including but not limited to Paint Protection Film (PPF) installation, window tinting, or other specialized work may be outsourced to carefully vetted third-party specialist providers.

10.1 Quality Oversight

TH Detailing Ltd maintains quality oversight and coordination responsibility for all services sold through us, regardless of whether work is performed in-house or by specialist partners.

10.2 Customer Relationship

Your contract is with TH Detailing Ltd. We are your single point of contact for all bookings, payments, complaints, and service issues.

10.3 Issue Resolution

For any problems or dissatisfaction with outsourced work:

- Report issues to TH Detailing Ltd following our standard complaints procedure (Section 9)
- We will coordinate directly with the specialist provider to investigate and resolve issues
- Resolution timelines may be extended due to coordination requirements with third parties
- We guarantee satisfactory outcomes and will ensure issues are resolved to your satisfaction

10.4 Warranty Coverage

Warranties for outsourced work are provided by the specialist provider but administered through TH Detailing Ltd. We will facilitate all warranty claims and ensure providers honor their commitments.

11. Insurance & Liability

11.1 Our Insurance Coverage

TH Detailing Ltd maintains comprehensive insurance including:

- Motor Trade Combined Insurance covering vehicles in our care, custody, and control
- Vehicle stock coverage up to £250,000
- Public Liability Insurance of £5,000,000
- Full coverage during transportation, storage, and work in progress

11.2 Limitation of Liability

To the fullest extent permitted by law:

We do not exclude or limit liability for:

- Death or personal injury caused by our negligence
- Fraud or fraudulent misrepresentation
- Any liability that cannot be excluded or limited under English law

Subject to the above, our total liability for any claim is limited to £1,000 or the amount paid for the specific service giving rise to the claim, whichever is greater.

We are not liable for:

- Indirect or consequential losses including loss of profit, business, revenue, or reputation
- Losses resulting from vehicle defects, mechanical failures, or pre-existing damage not caused by our services
- Damage resulting from failure to follow our maintenance or care instructions
- Issues arising from undisclosed vehicle damage, modifications, or condition
- Delays in service completion due to circumstances beyond our reasonable control

11.3 Pre-Existing Damage

We will document your vehicle's condition upon arrival including photographs of any existing damage. We are not liable for pre-existing damage, wear, or deterioration.

For vehicles with significant pre-existing damage, we may require you to sign a specific condition acknowledgment before commencing work.

12. Intellectual Property

All content on our website, social media, marketing materials, documentation, and communications including but not limited to text, graphics, logos, photographs, videos, and software is the intellectual property of TH Detailing Ltd and is protected by UK and international copyright laws.

You may not:

- Copy, reproduce, or redistribute our content without written permission
- Use our photographs or videos for commercial purposes

- Modify or create derivative works from our content
- Remove or alter copyright notices or attributions

We may use photographs and videos of your vehicle for marketing purposes unless you explicitly opt out in writing at time of booking.

13. Data Protection & Marketing Communications

13.1 Data Usage

We collect and process your personal information in accordance with UK GDPR and our Privacy Policy. By booking services, you consent to us processing your data for:

- Service delivery and communication
- Payment processing
- Appointment reminders
- Marketing communications (with your consent)

13.2 Marketing Communications

You may receive SMS messages and emails regarding:

- Booking confirmations and reminders
- Service updates and completion notifications
- Special offers and promotions
- Review requests
- Seasonal maintenance reminders

To opt out: Reply "STOP" to any SMS message or click "unsubscribe" in any email. Opting out does not affect essential service communications related to your bookings.

14. General Provisions

14.1 Right of Refusal

We reserve the right to refuse service to any customer for any reason including but not limited to:

- Previous non-payment or payment disputes
- Abusive or threatening behavior toward staff
- Unreasonable demands or expectations
- Vehicle condition posing health or safety risks
- No-show history or repeated cancellations

14.2 Specialist Fees

Vehicles requiring specialist treatment due to extreme contamination, mold, biohazards, or other exceptional conditions may incur additional fees for:

- Personal protective equipment (PPE)
- Specialist cleaning products and equipment
- Extended labor time
- Disposal of hazardous materials

We will notify you of any additional specialist fees before commencing work. You may decline specialist services, but we reserve the right to refuse standard service if specialist treatment is required.

14.3 Force Majeure

TH Detailing Ltd is not liable for delays, failures, or inability to perform services due to circumstances beyond our reasonable control including but not limited to:

- Acts of God (floods, storms, earthquakes)
- War, terrorism, or civil unrest
- Government restrictions or regulations
- Strikes or labor disputes
- Utility failures or telecommunications outages
- Supplier failures or material shortages

In such circumstances, we will make reasonable efforts to minimize disruption and will communicate with affected customers as soon as practically possible.

14.4 Severability

If any provision of these Terms is held to be invalid, illegal, or unenforceable, the remaining provisions shall continue in full force and effect.

14.5 Waiver

Failure or delay by TH Detailing Ltd in enforcing any provision of these Terms does not constitute a waiver of that provision or our right to enforce it in the future.

14.6 Assignment

You may not assign or transfer your rights or obligations under these Terms without our prior written consent. We may assign our rights and obligations to any third party without your consent, provided such assignment does not materially affect your rights under these Terms.

14.7 Entire Agreement

These Terms, together with any service-specific terms and our Privacy Policy, constitute the entire agreement between you and TH Detailing Ltd regarding our Services and supersede all prior agreements, representations, warranties, and understandings, whether written or oral.

15. Contact Information

TH Detailing Ltd
Unit 14 Old Forge Trading Estate, Dudley Road Stourbridge, West Midlands DY9 8EL
United Kingdom

Phone: 01384 929075
Email: tom@thdetailing.co.uk
Website: www.thdetailing.co.uk

For all enquiries, complaints, or clarification regarding these Terms, contact us using the details above during business hours.

By booking any service with TH Detailing Ltd, you confirm that you have read, understood, and agree to be bound by these Terms & Conditions in their entirety.