

TH Detailing Ltd

General Terms & Conditions

Effective date: 6 August 2026

QUICK REFERENCE - KEY BOOKING TERMS

This page is a practical summary only. The full General Terms, quotation and any service-specific terms remain the operative agreement.

PAYMENT

A 50% deposit secures the appointment. The balance and approved extras are payable before vehicle release.

CANCELLATION / NO-SHOW

Late cancellation or non-attendance may mean the deposit is retained and some or all of the balance is charged where this reflects TH Detailing's reasonable loss.

RESCHEDULING

One free reschedule with at least 72 hours' notice. Work should normally take place within 30 days. Genuine accident, breakdown or insured-repair circumstances may allow deposit credit for 60 days.

VEHICLE INFORMATION AND ACCESS

Tell us about known or suspected damage, repairs, faults, warning lights, weak batteries, modifications, trackers, immobilisers and special operating or lifting procedures. Provide all required keys, codes, tags, fobs, apps and locking-wheel-nut keys.

ADDITIONAL WORK AND CHANGES

Unexpected contamination, previous treatments, damage or complexity may require extra work. We will explain material additional charges and obtain approval. Customer-requested changes after work starts may also affect price and timing.

BELONGINGS, COLLECTION AND STORAGE

Remove valuables and loose belongings. Completion times are estimates. Payment is required before release, and storage charges may apply where a completed vehicle is not collected after reasonable notice.

CONCERNS AND REMEDIES

Inspect the vehicle on collection and report visible concerns promptly, ideally within 48 hours. This does not remove statutory rights. TH Detailing must be given a reasonable first opportunity to inspect and remedy a qualifying issue.

PHOTOS, MARKETING AND LEGAL RIGHTS

We may photograph the vehicle for condition and work records. Promotional use requires separate permission. Nothing removes rights that cannot legally be excluded, including reasonable care and skill.

Questions before booking: 01384 929075 | tom@thdetailing.co.uk

These Terms & Conditions apply to detailing, cleaning, paint-correction, protection and related vehicle services supplied by TH Detailing Ltd. Service-specific terms may also apply, including separate terms for Paint Protection Film (PPF), ceramic coatings or other specialist services.

Please read these Terms before booking. Your quotation or booking confirmation, these Terms, any applicable service-specific terms and our Privacy Policy together form the agreement between you and TH Detailing Ltd.

Nothing in these Terms excludes or restricts any statutory right or remedy that cannot lawfully be excluded or restricted.

Quick Reference - Key Booking Terms

Practical summary only. The full General Terms, quotation and any service-specific terms remain the operative agreement.

Payment	A 50% deposit secures the appointment. The balance and approved extras are payable before vehicle release.
Cancellation / no-show	Late cancellation or non-attendance may mean the deposit is retained and some or all of the balance is charged where this reflects TH Detailing's reasonable loss.
Rescheduling	One free reschedule with at least 72 hours' notice. Work should normally take place within 30 days. Genuine accident, breakdown or insured-repair circumstances may allow deposit credit for 60 days.
Vehicle information and access	Tell us about known or suspected damage, repairs, faults, warning lights, weak batteries, modifications, trackers, immobilisers and special operating or lifting procedures. Provide all required keys, codes, tags, fobs, apps and locking-wheel-nut keys.
Additional work and changes	Unexpected contamination, previous treatments, damage or complexity may require extra work. We will explain material additional charges and obtain approval. Customer-requested changes after work starts may also affect price and timing.
Belongings, collection and storage	Remove valuables and loose belongings. Completion times are estimates. Payment is required before release, and storage charges may apply where a completed vehicle is not collected after reasonable notice.
Concerns and remedies	Inspect the vehicle on collection and report visible concerns promptly, ideally within 48 hours. This does not remove statutory rights. TH Detailing must be given a reasonable first opportunity to inspect and remedy a qualifying issue.
Photos, marketing and legal rights	We may photograph the vehicle for condition and work records. Promotional use requires separate permission. Nothing removes rights that cannot legally be excluded, including reasonable care and skill.

Important: PPF, ceramic coating, underbody protection and other specialist services may have additional care, technical and warranty requirements.

1. About These Terms

1.1 Who We Are

TH Detailing Ltd is referred to in these Terms as "TH Detailing", "we", "us" or "our". The person or organisation booking the service is referred to as "you" or "your".

1.2 Consumer and Business Customers

A "Consumer" is an individual acting wholly or mainly outside their trade, business, craft or profession. A "Business Customer" is anyone booking wholly or mainly for business purposes. Some statutory protections apply only to Consumers. Where a provision applies differently, these Terms say so.

1.3 Order of Priority

If there is an inconsistency between documents, the following order applies:

1. the written quotation or booking confirmation, but only for the specific commercial details it records;
2. the applicable service-specific terms, but only for matters relating to that service;
3. these General Terms & Conditions; and
4. our Privacy Policy for matters relating to personal information.

1.4 Changes to These Terms

The version supplied or made available when your booking is confirmed applies to that booking. We may update our terms for future bookings, but we will not retrospectively change an existing booking without your agreement unless a change is required by law and does not materially reduce your rights.

2. Quotations, Bookings and Scope of Work

2.1 Quotations

Unless stated otherwise, quotations are valid for 14 calendar days and are based on the information, photographs and vehicle condition available to us when the quotation is issued. A quotation is not a confirmed booking until the required deposit has been received and we have confirmed the appointment.

2.2 Agreed Services

The quotation or booking confirmation will identify the vehicle, agreed services, anticipated price and any known exclusions or special requirements. Work outside that agreed scope is not included unless separately approved.

2.3 Vehicle Condition and Pricing Changes

If the vehicle's condition, size, contamination level, previous repairs, modifications or other relevant circumstances differ materially from what was described or reasonably expected, additional work, products, specialist treatment or time may be required.

We will explain any material change to the work and price and obtain your approval before carrying out significant additional work. If you decline, we may, where reasonably practicable, complete only the originally agreed work. If that is not practical or safe, we may stop the service and charge for reasonable work already carried out and non-recoverable materials already committed to the booking.

2.4 Customer-Requested Changes

Any request to expand, reduce or alter the agreed service after work has begun is subject to our approval. Changes may affect the price, completion time and expected result. We will explain any material effect and obtain your agreement before proceeding.

If you ask us to remove, repeat or alter work already completed correctly in accordance with the original agreement, additional labour and material charges may apply.

2.5 Authority to Book and Approve Work

By making a booking, you confirm that you are the vehicle owner or have the owner's authority to book and approve the service, permit us to possess, move and operate the vehicle, approve additional work and charges, and agree to these Terms on the owner's behalf.

Where a booking is made by a dealership, employer, leasing company, family member, driver or other representative, that person confirms they have the necessary authority. We may request reasonable evidence of authority before beginning or continuing work.

2.6 Published Prices

Website, social-media and marketing prices may change. The price confirmed for your booking applies unless the agreed scope changes or the vehicle is materially different from the information on which the quotation was based.

3. Deposits and Payment

3.1 Deposit

A deposit of 50% of the agreed service price is required to secure the appointment unless we agree otherwise in writing. The booking is not confirmed until the deposit has cleared and we have issued confirmation.

The deposit reserves staff, workspace, equipment and time for your vehicle and may also fund products, materials, administration and preparation connected with the booking.

3.2 Deposit Payment Deadline

Unless stated otherwise, the deposit must be paid within 48 hours of the booking invitation. If it is not received, we may release the appointment without further notice.

3.3 Balance Payment

The remaining balance, together with any approved additional charges, is due before the vehicle is released or delivered. We accept the payment methods stated in the booking confirmation or available at our premises. We do not accept cheques unless agreed in advance.

3.4 Retention of Vehicle and Storage Charges

To the extent permitted by law, we may retain possession of the vehicle until undisputed amounts properly due for the service have been paid. If the vehicle is not collected within 48 hours after we notify you that it is ready, a reasonable storage charge may apply. Our current standard charge is £25 per day unless a different amount is stated in the booking confirmation.

We will not charge storage where collection is delayed because of our own breach or because we have agreed an alternative collection arrangement.

3.5 Late Payment

If a payment remains overdue, we may suspend future services, recover reasonable debt-recovery costs where legally permitted and pursue the unpaid amount through appropriate legal channels. We will not add arbitrary penalties or duplicate recovery charges.

4. Consumer Cancellation Rights for Distance and Off-Premises Bookings

4.1 When This Section Applies

If you are a Consumer and enter into the contract entirely online, by telephone, by email, through messaging, or away from our business premises, you may have a statutory right to cancel within 14 days after the contract is made. This section does not apply where the law provides an exemption or where you are a Business Customer.

4.2 How to Cancel

You may cancel by making a clear statement by telephone, email or another durable written method using the contact details in section 18. You do not have to use a particular form, but you must provide enough information for us to identify the booking.

4.3 Work Requested During the Cancellation Period

If you ask us to begin the service during the statutory cancellation period, you must make an express request. If you then cancel before the service is complete, you may be required to pay a proportionate amount for work properly performed up to cancellation and for any lawful non-recoverable costs.

If the service is fully performed during the cancellation period after your express request and acknowledgement that the cancellation right will be lost once performance is complete, the statutory cancellation right may end when the service is fully performed.

4.4 Relationship with Our Appointment Policy

Statutory cancellation rights take priority where they apply. Once any statutory cancellation period has expired, or where no statutory cancellation right applies, the cancellation and rescheduling policy in section 5 applies.

5. Cancellation and Rescheduling

Commercial summary: A 50% deposit secures the appointment. One qualifying reschedule is free. Late cancellations and no-shows may result in the deposit being retained and some or all of the remaining 50% being invoiced, but the total charge will not exceed TH Detailing's reasonable direct loss.

5.1 Cancellation with at Least 14 Days' Notice

If you cancel at least 14 calendar days before the appointment, we will normally hold the deposit as credit for a replacement booking rather than issue a cash refund. The credit must be used within 60 calendar days of the original appointment date and remains subject to availability.

If we are unable to offer a reasonably suitable appointment within that period, the credit period will be extended to the next reasonably available date. Any deduction from the deposit will be limited to reasonable, non-recoverable costs already incurred specifically for your booking.

5.2 Cancellation with Less Than 14 Days' Notice

If you cancel with less than 14 calendar days' notice, we may retain the 50% deposit and invoice some or all of the remaining 50% of the agreed service price.

Short-notice cancellations may leave us unable to refill reserved workshop time and may cause loss relating to staff and facility time, specialist availability, materials ordered or allocated, preparation already completed and loss of profit.

The total amount retained or charged will not exceed our reasonable direct loss resulting from the cancellation. We will take into account costs avoided and any replacement booking that we are reasonably able to secure. Where the appointment cannot reasonably be refilled and our resulting loss equals or exceeds the full service price, the full remaining balance will be payable.

5.3 No-Shows

If you fail to attend without prior notice, we may retain the 50% deposit and invoice some or all of the remaining 50%. A no-show will normally prevent us from filling the appointment or reallocating the staff, premises and resources committed to the service. The full remaining balance may therefore ordinarily be payable, subject always to the total amount not exceeding our reasonable direct loss.

5.4 One Free Reschedule

You may reschedule the appointment once without charge by giving us at least 72 hours' notice. The replacement appointment must normally take place within 30 calendar days of the original appointment date and is subject to availability.

If we cannot offer a reasonably suitable appointment within that period, the deadline will be extended to the next reasonably available date. A second request to reschedule, or a request made with less than 72 hours' notice, may be treated as a cancellation under section 5.2.

5.5 Accident, Breakdown or Exceptional Event

Where the booked vehicle is involved in an accident, becomes undriveable or cannot reasonably be presented because of an insured repair, serious illness, bereavement, severe weather preventing safe travel or another genuine exceptional event, we may transfer the deposit to credit valid for 60 calendar days from the original appointment date.

You must notify us as soon as reasonably possible and may be asked for reasonable supporting evidence. If repairs or the exceptional circumstances cannot reasonably be resolved within 60 days, we may agree a further extension after considering the circumstances.

5.6 Cancellation or Rescheduling by TH Detailing

We may cancel or reschedule where there is a genuine operational, safety or quality reason, including staff illness, equipment failure, unsafe weather, facility problems, an unsuitable vehicle condition or circumstances outside our reasonable control.

We will notify you as soon as reasonably practicable and offer either:

- transfer of all payments to a suitable replacement date; or

- a refund of payments for services we will not provide, where a suitable replacement date cannot be agreed.

We are not responsible for losses that were not reasonably foreseeable when the contract was made or that were not caused by our breach. Nothing in this clause affects rights that cannot legally be excluded.

5.7 Explaining a Cancellation Charge

On reasonable request, we will provide an explanation of how a cancellation or no-show charge has been calculated. We will not recover the same loss twice.

6. Vehicle Information and Customer Responsibilities

6.1 Accurate Information

You must provide accurate information about the vehicle, requested service and any matter you know about or reasonably suspect may affect the work, safety, price or result. This includes known damage, paintwork, previous repairs, coatings, film, modifications, mechanical or electrical faults, warning lights, alarm or immobiliser issues, water leaks and non-standard operating procedures.

You are not expected to guarantee the complete history of a used vehicle or disclose a repair or defect that you did not know about and could not reasonably have suspected.

6.2 Consequences of Materially Inaccurate or Missing Information

If relevant information was knowingly or negligently withheld and this materially affects the service, we may change the scope or price, pause or refuse affected work, or limit warranty coverage only to the extent the undisclosed matter caused or contributed to the issue.

6.3 Personal Items

Remove valuables, documents, child seats, loose accessories and personal belongings before handing over the vehicle. We will take reasonable care of items left in the vehicle but are not responsible for loss or damage that was not caused by our failure to exercise reasonable care.

Items found after completion may be held for 30 days. We may dispose of unclaimed low-value items after taking reasonable steps to contact you. We will not knowingly dispose of identity documents, keys or obviously valuable property without taking appropriate further steps.

6.4 Vehicle Access, Security and Special Procedures

You must tell us before the appointment about any tracker, immobiliser, alarm, anti-theft device, non-standard startup or shutdown procedure, charging requirement, valet, transport or service mode, low ground clearance, modified suspension or other special operating or handling requirement.

You must provide the keys, codes, tags, fobs, applications, charging equipment and instructions reasonably required to start, move, secure or work on the vehicle safely. Failure to provide necessary information or access may delay or prevent the service and may be treated under the cancellation provisions if we cannot reasonably perform the booking.

6.5 Fuel or Battery Charge

The vehicle must have sufficient fuel or battery charge for workshop movement, collection, delivery and any reasonably necessary road test. If we must refuel or recharge it, you will be charged the actual cost plus any reasonable administration or travel cost notified to you.

6.6 Mechanical, Electrical and Battery Condition

You must tell us about any known or reasonably suspected warning lights, starting problems, weak battery, sensor faults or other mechanical, electrical or electronic issues before the service begins. We are not responsible for pre-existing or unrelated faults that arise or become apparent while the vehicle is in our possession.

Some services require doors, lights, ignition systems, powered seats, windows or other electrical systems to be operated for extended periods. We may use a suitable battery maintainer or start the vehicle where reasonably necessary. We will not disconnect, replace or repair a battery without your approval unless immediate action is reasonably necessary for safety or to prevent damage.

If a warning light, fault or unsafe condition appears, we may stop work and contact you for instructions. We remain responsible for any fault or damage caused by our failure to exercise reasonable care and skill.

6.7 Safe and Roadworthy Condition

Unless the agreed service specifically concerns a defect, the vehicle must be reasonably safe and roadworthy for any movement or road use we are asked to undertake. Tell us about known mechanical, braking, steering, tyre, suspension, electrical or structural concerns before collection or handover.

7. Vehicle Collection, Delivery and Operation

7.1 Authority to Operate the Vehicle

By handing over the vehicle or requesting collection, you authorise us and any properly authorised specialist partner to operate and move it where reasonably necessary for collection, delivery, workshop positioning, service checks, diagnosis or a proportionate road test connected with the agreed work.

7.2 Collection and Delivery Times

Collection, completion and delivery times are estimates unless expressly agreed as fixed. Traffic, weather, vehicle condition, curing requirements and operational circumstances may affect timings. We will communicate material delays as soon as reasonably practicable.

7.3 Fines, Tolls and Charges

We are responsible for parking fines, tolls or traffic charges caused by our use of the vehicle while it is in our possession, except where the charge results from inaccurate information, an existing vehicle status or instruction supplied by you.

8. Providing the Service

8.1 Our Standard of Care

We will perform the service with reasonable care and skill, using personnel, products, processes and equipment reasonably appropriate for the agreed work.

8.2 Results and Pre-Existing Condition

Detailing improves and protects a vehicle within the limits of its existing condition and the agreed service. It does not guarantee restoration to an "as new" condition. Some staining, wear, scratches, stone chips, corrosion, odours, ageing, paint defects or previous repair marks may remain.

Where a particular result cannot reasonably be guaranteed, we will explain material limitations that we identify. Service-specific terms may set out additional realistic expectations and inherent risks.

8.3 Stains, Odours and Contamination

We will use reasonable care and appropriate products to treat stains, odours and contamination, but complete removal cannot always be guaranteed. Results may be affected by the age and type of contamination, previous cleaning attempts, underlying material damage, water ingress, mould or biological contamination, and odours originating beneath carpets, seats, trim, ventilation systems or other inaccessible areas.

Some stains or odours may improve without disappearing completely and may reappear after drying or with changes in temperature or humidity. Where specialist treatment, dismantling, replacement parts or further visits are required, we will explain the options and any additional charges before proceeding.

8.4 Additional and Specialist Work

Some vehicles require specialist products, personal protective equipment, extended labour, waste disposal or treatment for mould, biohazards, excessive contamination, pet hair, bodily fluids, pests or other unusual conditions. We will explain material additional charges and obtain approval before proceeding.

8.5 Right to Refuse or Stop Unsafe Work

We may refuse, pause or stop work on reasonable and lawful grounds, including a health or safety risk, abusive or threatening behaviour, non-payment, an unsuitable vehicle condition, a request outside our competence or insurance, unlawful instructions, or a serious previous breach of these Terms.

Where possible, we will explain the reason and any amount properly payable for work already performed or non-recoverable materials committed to the booking.

8.6 Service Times

Any completion date or duration is an estimate unless expressly agreed as fixed. If no fixed time is agreed, we will complete the service within a reasonable time. We will tell you about significant delays and discuss available options.

9. Completion, Inspection and Collection

9.1 Completion Notice

We will notify you when the vehicle is ready or when collection or delivery can be arranged. You must pay sums properly due and collect or accept delivery within the agreed period.

9.2 Inspection at Handover

You should inspect the vehicle with us at collection or delivery where reasonably practicable and raise any visible concern promptly. This allows us to record the issue and respond while the condition is recent.

9.3 Reporting Concerns

Visible concerns should ideally be reported within 48 hours of collection or delivery. Concerns that could not reasonably have been identified within that period should be reported promptly after discovery.

The 48-hour period is not an automatic acceptance of the service and does not remove statutory rights or prevent a claim that is otherwise valid.

9.4 Late Arrival or Collection

If you arrive late for the appointment, we may need to reduce the scope, move the completion time or reschedule where the booked work can no longer be performed properly. If the delay prevents the booking from proceeding, the cancellation provisions may apply to the loss caused.

10. Complaints and Remedial Work

10.1 How to Complain

Contact us using the details in section 18 and describe the concern, when it was noticed and any relevant circumstances. Photographs or videos may help us assess urgency and arrange an appropriate inspection.

10.2 Inspection

We must normally be given a reasonable opportunity to inspect the vehicle and investigate the complaint before remedial work is carried out by someone else. Inspection will usually take place at our premises, although we may agree another practical arrangement.

10.3 First Opportunity to Remedy

Where the service was not performed with reasonable care and skill, we will provide the remedies required by applicable law. This may include repeating or correcting qualifying work within a reasonable time and without significant inconvenience, or an appropriate price reduction where repeat performance is impossible or cannot be completed within a reasonable time and without significant inconvenience.

10.4 Third-Party Work

Do not authorise a third party to alter or remedy the disputed work before we have had a reasonable opportunity to inspect and respond, unless urgent action is reasonably necessary for safety or to prevent further damage.

We are not normally responsible for third-party costs incurred without our prior approval. However, we may consider independent evidence, photographs, videos or reports where relevant, and nothing in this clause prevents either party from obtaining independent advice or exercising legal rights.

10.5 Complaint Outcome

After investigation, we will explain our findings and proposed resolution. Depending on the circumstances, this may include remedial work, a proportionate refund or price reduction, rejection of the complaint with reasons, or another appropriate resolution. Our internal decision does not prevent you from seeking independent advice, alternative dispute resolution where available, or a court remedy.

11. Outsourced and Specialist Services

11.1 Specialist Partners

We may use carefully selected specialist partners for services such as PPF installation, window tinting or other work requiring specialist facilities, equipment or expertise. We will remain your contractual point of contact unless we clearly agree otherwise before booking.

11.2 Quality Oversight and Communication

We will coordinate the booking, payment, communication and administration of qualifying complaints or warranty claims for services sold by TH Detailing. We will take reasonable steps to select competent providers and manage legitimate issues.

11.3 Service-Specific Terms and Warranties

Specialist work may be subject to additional service-specific terms and manufacturer warranty conditions. These will be made available before the relevant service is performed where they materially affect your decision or rights.

A manufacturer or specialist warranty is additional to, and does not replace, rights against TH Detailing that cannot legally be excluded.

12. Insurance, Risk and Liability

12.1 Insurance

TH Detailing maintains motor-trade and public-liability insurance appropriate to its operations. Details of current cover are available on reasonable request. Insurance remains subject to the policy terms, conditions and exclusions in force at the relevant time.

12.2 Responsibility for Direct Loss or Damage

We are responsible for direct loss or damage that is reasonably foreseeable and caused by our breach of contract, negligence or failure to exercise reasonable care and skill.

12.3 Matters We Are Not Responsible For

We are not responsible for:

- pre-existing damage, wear, deterioration, corrosion, poor repairs, weak finishes or defects not caused by our service;
- mechanical, electrical or electronic failure unrelated to our work;
- loss or damage caused by inaccurate information, undisclosed known defects or failure to follow reasonable care and aftercare instructions, to the extent that matter caused or contributed to the loss;
- losses that neither party could reasonably foresee when the contract was made;
- business interruption, loss of profit, revenue, contracts or opportunity suffered by a Consumer, except where such loss was reasonably foreseeable and cannot lawfully be excluded; or
- delay or failure caused by circumstances beyond our reasonable control, except that we will still comply with any refund or termination right required by law.

12.4 Liability That Is Not Limited

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory rights that cannot legally be excluded, or any other liability that the law does not permit us to exclude or limit.

12.5 Business Customers

For Business Customers only, and subject to section 12.4, our total liability arising from a booking will not exceed the greater of the price paid or payable for the affected service and the amount recoverable under our applicable insurance for that claim. We are not liable to a Business Customer for indirect or consequential loss, loss of profit, revenue, anticipated savings, goodwill or business opportunity.

12.6 Duty to Minimise Loss

Both parties must take reasonable steps to limit avoidable loss or damage arising from a problem.

13. Vehicle Condition Records and Photography

13.1 Service Documentation

We may photograph or record the vehicle where reasonably necessary to document its condition, the work performed, quality control, insurance matters, security, complaints or warranty administration. These records may include the registration number or identifying features where needed for those purposes.

13.2 Marketing and Social Media

We will not publish photographs or videos of your vehicle for advertising, social media, portfolio or other promotional purposes without your permission.

Where permission is given, we will take reasonable steps not to publish faces, personal belongings, documents, home addresses or clearly visible registration numbers unless separately agreed. You may withdraw permission for future use by contacting us, although withdrawal will not necessarily require us to recall material already lawfully printed or published before withdrawal.

14. Data Protection and Communications

14.1 Personal Information

We process personal information in accordance with applicable UK data-protection law and our Privacy Policy. This may include information needed for quotations, bookings, service delivery, payments, vehicle collection and delivery, insurance, complaints, warranty administration, fraud prevention and legal compliance.

14.2 Essential Service Communications

We may contact you about quotations, appointments, reminders, collection, progress, payment, aftercare, safety, complaints and warranties. These communications are necessary to manage the booking and are not promotional marketing.

14.3 Marketing Communications

We will send electronic marketing only where we have a lawful basis to do so. You can opt out at any time using the unsubscribe method provided or by contacting us. Opting out of marketing does not affect essential service communications.

15. Force Majeure

We are not responsible for delay or failure caused by events beyond our reasonable control, including severe weather, flood, fire, utility or telecommunications failure, supplier or material shortage, transport disruption, government action, civil emergency, war, terrorism, industrial dispute or widespread illness.

We will take reasonable steps to reduce disruption and keep you informed. If the event prevents performance for an unreasonable period, either party may end the affected booking, and we will refund payments for services not provided after deducting only lawful amounts for work already performed or non-recoverable costs properly incurred.

16. General Legal Provisions

16.1 Governing Law

These Terms and the contract are governed by the law of England and Wales. A Consumer who lives elsewhere in the United Kingdom retains any mandatory protections and rights to bring proceedings available under applicable law. Business Customers submit to the exclusive jurisdiction of the courts of England and Wales.

16.2 Severability

If a provision is found invalid, illegal or unenforceable, it will be treated as modified to the minimum extent necessary where possible, and the remaining provisions will continue in effect.

16.3 No Waiver

A delay or failure to enforce a right does not waive that right.

16.4 Assignment

You may not transfer the booking without our agreement. We may transfer our rights or obligations where this does not reduce a Consumer's rights or materially disadvantage the customer, including as part of a business reorganisation or transfer.

16.5 Third-Party Rights

Except where these Terms expressly provide otherwise, no person who is not a party to the contract may enforce it under the Contracts (Rights of Third Parties) Act 1999.

16.6 Entire Agreement

The documents identified in section 1.3 form the agreement. Nothing in this clause excludes liability for fraud or prevents a Consumer from relying on information about the service that the law treats as part of the contract.

17. TH Detailing's Commitments

We will:

- perform the agreed service with reasonable care and skill;
- take reasonable care of the vehicle while it is in our possession;
- explain material additional work and charges before proceeding;
- communicate significant delays or changes as soon as reasonably practicable;
- provide a fair opportunity for inspection and remedy where a legitimate issue is raised;
- remain the principal point of contact for specialist services sold through TH Detailing; and
- deal with customers professionally and in accordance with applicable law.

18. Contact Details

TH Detailing Ltd

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Dudley Road
Stourbridge
West Midlands
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