



SUPERSHIELD PROFESSIONAL CONTRACT CLEANING CC

TERMS AND CONDITIONS: CAR WASH AREA

SUPERSHIELD PROFESSIONAL CONTRACT CLEANING CC is a professional vehicle washing service that exercises the utmost care with customer's cars however, given the varying degree of vehicle conditions entering our premises Supershield Professional Contract Cleaning cc **will not be** responsible for:

- Pre-existing damage whatsoever
- Windscreen adhered accessories (E-tags, mirrors etc...)
- Valuables left in vehicle
- Open windows and sunroofs
- Cracked or chipped windows including tints
- Oxidised, chipped, blistered or flaked paintwork
- Modified or altered vehicles-including wheels or poorly fitted aftermarket accessories incl. number plate frames
- Automatic door locks, kill switches or alarms
- Cracked or faulty, bonnet, windshield, headlight protectors, loose mud flaps, side skirts or bumpers
- Antenna's and roof racks
- Faulty ignition, batteries, alarm keys or mechanical faults
- Vehicle graphics

If your vehicle has **pre-existing damage** kindly advise Supershield Professional Contract Cleaning in order for us to take the necessary precautions.

1. **Bookings:** Bookings are deemed to be placed with Supershield Professional Contract Cleaning cc on driving into the car park, and booking a wash with one of our operators. Bookings may also be made by calling the site phone and speaking to the supervisor/Administrative Clerk. Payment is made using cash or Credit/Debit card (Subject to availability). Supershield Professional Contract Cleaning cc reserves the right to cancel or restrict bookings subject to availability. When the customer leaves his / her key at reception we will also view this act as a booking. If the wrong service is provided Supershield Professional Contract Cleaning cc cannot be held liable and the customer will carry the cost of the service performed.
2. **Pricing:** All prices are listed on our service menu which can be found on the site. We reserve the right to change pricing without prior notice.
- 2.1 **Additional Charges:** In the course of rendering services on your vehicle, we may uncover conditions or circumstances that require additional effort or time, and therefore you may incur additional cost, to properly complete your vehicle service. We will make every reasonable effort to notify you in advance of completing the service, however in the event we are unable to contact you for any reason out of our control, we reserve the right to charge our published hourly rate to complete the work and maintain circulation of our work in process inventory



3. **Payment:** You are required to make the payment for your car wash/valet when you return to pick up your vehicle, at the price set out in our service menu.

Any amount unpaid will result in us retaining your vehicle and not releasing it until you have made payment in full to us. Your vehicle will remain with us, at your risk, until any such late payment is received.

4. **Liability:** We will perform the services selected by you from our service menu with all reasonable skill and care.

- 4.1 Whilst the company shall take all reasonable steps to ensure that its servants or agents shall take reasonable care of the vehicle whilst in its custody (including without limitation where the vehicle is washed and cleaned), the company shall not be liable for:

- Damage to, loss of the vehicle or any part of it, or any of its accessories or any of its content and/or
- Damage to any other property, arising from, or in connection with the company's custody of the vehicle

- 4.2 **Incidental Damage:** We are not responsible for any incidental damage that may occur while your vehicle is in our possession, including but not limited to any damage related to pre-existing conditions (tears, scratches, dents, stains, odors, etc.) damage to automated windshield wiper systems, wiper blades, rear window wipers, loose interior trim or exterior moldings, exterior mirrors, trailer hitch caps, roof racks, power antennas, insignias, aftermarket accessories (bug shields, sun visors), magnetic signage, running boards, hood ornaments, or alloy, chrome or mag wheels, headlights, rear lamps, or reflectors. We are responsible for any damage we cause while driving your vehicle and for anything we break or damage in the course of providing our service, so long as the damage did not involve a prior condition.

- 4.3 Where such liability is proved to arise, and only to the extent it is proven to arise, as a result of negligence, a criminal act or breach of statutory duty on the part of the company or its servants or agents.

- 4.4 In addition, the company accepts no responsibility or liability for any damage, however caused, resulting from or in connection with the seizure of the vehicle by the police, or any person lawfully authorised to do so.

- 4.5 The servants or agents of the company have no authority to accept any valuables or other articles for safe custody and the Company will not be liable for any loss of or damage to any such articles which a customer purports to leave in the safe custody or keeping of the company, its servants or agents.



- 4.6 **Possessions Left in the Vehicle:** Our policy is to gather all of the vehicle owners' belongings that are left in the vehicle and place them in a bag to be provided to the customer when their vehicle service is complete. Our staff is also trained to remove any loose change from the console area and place it in a plastic bag to facilitate cleaning. We are not responsible for any belongings that may be lost or otherwise disposed of in the course of cleaning your vehicle. We strongly recommend that each customer remove any belongings they consider to be of value before leaving the vehicle with us.
- 4.7 Customers are requested to clear their vehicles of any valuables prior to leaving the vehicle in the Company's custody.
- 4.8 You must disclose to us all defects, damage, or weakness in your vehicle, known or suspected by you, which may be affected by the services prior to our commencing with the cleaning process.
- 4.9 **Engine Damage Disclaimer:** Certain detailing services include cleaning of the engine compartment and components. Supershield Professional Contract Cleaning cc is not responsible for any damage resulting from this service, temporary or otherwise, that may as a result from water interfering with engine function.
5. **Any complaints about our work cannot be considered unless reported prior to departing the car park.**
6. You will be liable to us for any death, injury or damage suffered by us or our staff attributable to any defect in your vehicle or any harmful contents.
7. It should be noted that polish and other cleaning products can be slippery and extreme caution should be exercised when collecting your vehicle.
8. We accept no liability whatsoever for loss or damage caused as a consequence of failing to heed this warning.
9. **Old or non-original paintwork can be damaged in the cleaning process.** All such defects shall be indicated to our staff prior to commencement of the cleaning process.
10. Child seats and booster seats must be refitted by you. We will not be able to refit seats under any circumstances.
11. You confirm that you have a spare set of keys for the vehicle and that we shall not be liable for loss or damage caused to you or the vehicle by our losing the keys or locking them in the vehicle.

HEAD OFFICE: (031) 561-6402 • UNIT 17, CAPITAL PARK, 3 HILLHEAD ROAD, MT EDGEcombe

• P.O. BOX 1660, UMHLANGA ROCKS, 4320

PIETERMARITZBURG BRANCH: (033) 342 2555 • 355 HOOSSEN HAFEEJEE STREET PMB

PINETOWN BRANCH: (031) 701 1115 • 44A SUFFERT STREET, PTN

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12. Older cars may have weaker plastics and we agree to provide the services at your risk in respect of vehicles over 3 years old.

13. Our determination of the size category of your vehicle with regard to the price list shall be final and binding

Best Efforts Basis: Our services are provided on a best efforts basis – we will not be held responsible in the event that we are unable to clean, remove stains, or otherwise restore any surface, fabric, or condition on your vehicle. All services listed in our marketing material are for reference only, and do necessarily represent a guarantee that the service was performed depending upon the condition of your vehicle or upon a special extenuating circumstance.

Your support is greatly appreciated, THANK YOU