

Desert Rat Detailing – Terms of Service (Auto Detailing)

Last Updated: October 2025

1. Introduction

By booking any detailing service with Desert Rat Detailing, you agree to the following Terms of Service. These terms ensure clarity and fairness in our services and protect both parties.

2. Services

We provide mobile auto detailing for cars, trucks, RVs, and other vehicles. Each package includes only the services listed in the package description unless otherwise stated in writing. Add-ons or upgrades must be agreed upon prior to service.

3. Appointments & Access

Customers must ensure the vehicle is parked in a safe, accessible area suitable for detailing. Keys must be provided if vehicle access is required. We require access to water and power if necessary for certain services (unless otherwise equipped). Missed appointments without notice may incur a \$25 cancellation fee.

4. Pricing & Payment

Pricing is based on vehicle size, condition, and package selection. Excessive dirt, pet hair, or stains may result in additional charges. Payment is due at the time of service unless other arrangements are made. Accepted payment methods include cash or approved mobile payment apps.

5. Cancellation & Rescheduling

Cancellations or reschedules must be made at least 24 hours in advance. Same-day cancellations or “no-shows” may result in forfeiture of deposit or a service charge. Desert Rat Detailing reserves the right to reschedule due to weather or unsafe working conditions.

6. Liability

We take every precaution to ensure your vehicle’s safety. However, Desert Rat Detailing is not liable for: Pre-existing damage, scratches, dents, or wear; items left in the vehicle; or damage caused by faulty vehicle parts, prior coatings, or aftermarket installations. Customers are encouraged to inspect the vehicle before and after detailing. *All damages, defects, or service concerns must be reported within 24 hours of service completion. After this period, Desert Rat Detailing cannot assume responsibility for subsequent claims.

7. Satisfaction Guarantee

If you are unsatisfied with your service, please notify us within 24 hours. We will make reasonable efforts to address concerns. Refunds are not guaranteed but may be issued at our discretion.

8. Weather Policy

For mobile services, we may need to reschedule in cases of rain, high wind, extreme heat, or unsafe work conditions.

9. Photos & Marketing

By agreeing to service, you grant Desert Rat Detailing permission to take before-and-after photos of your vehicle for marketing and social media use. Personal information (such as license plates) will not be displayed.

10. Changes to Terms

Desert Rat Detailing reserves the right to update these Terms of Service at any time. The latest version will always be available on our website or upon request.

11. Contact

Desert Rat Detailing

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