

Desert Rat Detailing – Terms of Service (RV)

Last Updated: October 2025

1. Introduction

By scheduling any RV detailing service with Desert Rat Detailing, you agree to the following Terms of Service. These terms are designed to ensure clarity, professionalism, and customer satisfaction.

2. Services Provided

We provide mobile detailing services for RVs, fifth wheels, motorhomes, and trailers. Each service package includes only the options described in the selected package unless additional work or upgrades are confirmed in writing prior to service.

3. Appointments & Access

- The customer is responsible for providing safe, level, and accessible parking for the RV.
- Access to power and water may be required unless the service is booked as fully self-contained.
- Keys or entry access must be provided if interior detailing is requested.
- Missed appointments or inaccessible vehicles may incur a \$25 cancellation fee.

4. Pricing & Payment

- Pricing is based on vehicle size, condition, and package type.
- Excessive dirt, oxidation, mold, or pet hair may result in additional charges.
- Payment is due upon completion of service unless prearranged otherwise.
- Accepted payment methods include cash or approved mobile payment apps.

5. Cancellations & Rescheduling

- Appointments may be canceled or rescheduled up to 24 hours in advance without penalty.
- Same-day cancellations or “no-shows” may forfeit deposits or incur a service fee.
- Desert Rat Detailing reserves the right to reschedule due to weather, safety, or operational conditions.

6. Liability & Damage Reporting

Desert Rat Detailing takes all necessary precautions to protect your RV and property. However, we are not responsible for:

- pre-existing scratches, oxidation, decal wear, paint defects, rust, or water damage that detailing cannot remove.
- pre-existing damage, fading, or clear coat failure that may become more visible after cleaning.
- Electrical, mechanical, or seal issues that occur during or after cleaning.

 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. Roof Access & Safety

Roof cleaning and protectant services may involve ladder use and roof access. Desert Rat Detailing is not liable for structural damage to weak or aged roofs

8. Fragile Areas

Roofs, seals, caulking, awnings, slide-outs, solar panels, vents, and antennas are delicate. Desert Rat Detailing is not responsible for damage caused by manufacturer defects, age, or deterioration.

9. Limitation of Liability

By signing, the client releases Desert Rat Detailing, its owner, and employees from liability for incidental or minor damage that may occur in the normal course of cleaning.

10. Satisfaction Guarantee

If you are unsatisfied, please notify us within 24 hours. We will make reasonable efforts to correct the issue. Refunds are not guaranteed but may be issued at our discretion based on the situation.

11. Weather Policy

We may reschedule services due to heavy rain, high winds, extreme heat, or unsafe conditions to ensure the quality of work and safety of our team.

12. Photos & Marketing

By agreeing to service, you grant Desert Rat Detailing permission to take before-and-after photos for marketing and portfolio use. Personal details (like license plates) will not be shown.

13. Changes to Terms

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

14. Contact Information

Desert Rat Detailing

North Phoenix, AZ

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