

Polished Midwest LLC Service Agreement

INTRODUCTION: This agreement for detailing services is made between

NAME: _____ and **Company:** Polished Midwest LLC (hereafter referred to as "Client," "Customer," or "you") and Polished Midwest LLC (hereafter referred to as "Contractor," "us," or "we") and is entered into on the following date: **DATE:** ___ / ___ / ____.

This Agreement explains our obligations to you and your obligations to us regarding the service(s) you purchase. By using our service, you agree to the terms of this agreement, without modification by you. The parties mentioned above hereby agree to the following terms:

1. **OPERATING & MOVING YOUR VEHICLE:** The Client will give the Contractor access to the vehicle during the detail job and any additional mutually agreed-upon times. Please ensure that the keys to the vehicle are available to us. This document authorizes us to operate and move your vehicle as necessary to complete the job, as determined by the Contractor.
2. **QUALITY OF SERVICE:** We want you to be satisfied with our service. No services offered are guaranteed to completely restore the vehicle to any specific previous or new condition. We will do our absolute best to restore the vehicle to the best condition possible within the constraints of our resources, time, and expertise. We will conduct a final inspection with you at the end of the job. If, after the final inspection and our departure, you find our service unsatisfactory, please contact us within 24 hours so we can address your concern. Polished Midwest LLC will not be held liable for any concerns raised after 24 hours of job completion or if you did not complete the final inspection with our contractor.
3. **ACCIDENTS, PRE-EXISTING CONDITIONS, AND DAMAGE:** Since it is impossible to determine when damage may have occurred to a vehicle, some hidden damage may become visible after the cleaning. We do our best to document the damage, but under no circumstances will we be held responsible for pre-existing damages, including but not limited to hail, rock chips, or backing into a garbage can, etc. Polished Midwest LLC and its contractors cannot be held responsible for any damage to the vehicle while in our care. We are as careful as possible and have never had an accident to date. If something does get damaged while detailing your vehicle, we will notify you of the incident. By agreeing to detailing services, you agree to not hold Polished Midwest LLC liable for any damages to your vehicle. Polished Midwest LLC limits its liability to the total dollar amount of each job.
4. **FEES, TERMS OF SERVICE, AND PAYMENT TERMS:** The fee for our service is the agreed dollar amount, indicated as "Total Cost" on the service package order. The term of service refers to the amount of time reserved by us to complete the "job" you requested and is not for any specific outcome. The amount of time reserved is an estimate since the condition of each vehicle varies. It is possible that the job could take less or more time than the time reserved. Polished Midwest LLC reserves the right to charge an extra dirty fee of \$50 if the job takes significantly longer than expected. We will inform you of the possible fee before or during the detailing process.
5. **PROVIDING FEEDBACK AND PHOTOS:** We ask for your feedback. Please send us a message at (618) 900-1511 and let us know if there are any concerns—good or bad. We also reserve the right, at the discretion of Polished Midwest LLC, to use pictures of your vehicle for marketing purposes and to publish them on our website, polishedmidwest.com, or any of our social media pages.
6. **RESCHEDULING & TERMINATION OF SERVICE:** Customers who attempt to reschedule their appointment within 48 hours of their reserved booking time will be subject to a fee of \$40 to help cover the reserved time slot income loss. In the case of termination of the booking appointment within 4 days of the reserved booking time, the customer's initial deposit is NON-REFUNDABLE. Additionally, Polished Midwest LLC may cancel any new or existing maintenance plans or services with clients if we determine that the customer is not the right fit for our services. Instances of service termination include going behind our back and working directly with Polished Midwest LLC employees instead of going through the company, being rude or harsh to Polished Midwest LLC employees, or any other reason we determine to be worthy of service termination at our discretion.

This Service Agreement is valid for the entire duration of the year it was signed.

By signing this agreement, you accept all of the terms above.

Customer Signature: _____ **DATE:** ___ / ___ / ____.

