**ICONIC CAR CARE TERMS OF TRADE**

**WE ARE A CASH BUSINESS (CASH OR CREDIT/EFTPOS CARD). WE REQUIRE ALL GOODS AND SERVICES TO BE PAID FOR ON DELIVERY UNLESS CREDIT ARRANGEMENTS HAVE BEEN MADE WITH THE MANAGEMENT. WE RESERVE THE RIGHT TO ADD CREDIT CARD CHARGES IF APPLICABLE.**

**WHERE CREDIT HAS BEEN APPROVED, WE REQUIRE ALL ACCOUNTS TO BE PAID WITHIN 7 DAYS OF THE INVOICE DATE**

**ANY OVERDUE INVOICES WILL INCURR AN ADDITIONAL FEE OF 1% OFF THE INITIAL INVOICE VALUE PER WEEK, AS WELL AS $10 ADMINISTRATION FEE FOR EACH INVOICE REMINDER. COLLECTION FEES WILL ALSO BE CHARGED WHERE NECESSARY.**

**$15 WILL BE CHARGED PER DAY FOR VEHICLES WHICH HAVE NOT BEEN COLLECTED OVER A WEEK AFTER THE CUSTOMER HAS BEEN NOTIFIED TO PICK UP. WE ACCEPT NO RESPONSIBILITY FOR DAMAGE TO VEHICLES WHEN PARKED IN OUR CAR PARK.**

**WE ARE REQUIRED BY LAW TO LIST OUR TERMS OF TRADE.**

**ICONIC CAR CARE CONDITIONS**

1. We reserve the right to refuse service to anyone we consider rude, offensive, unreasonable, untrustworthy, or seemingly intent on harming our company.

2. We have a Late Cancelation, Rescheduling & No-Show policy. Please inform us at least 24 hours prior to the vehicle’s arrival time, otherwise there will be a 10% fee for new customers and 5% fee for reoccurring customers of the total job costs. We roster our employees based on the bookings we have & by having a cancelation, reschedule or no-show this will result in unproductive wages and an empty spot that could have otherwise been filed by someone else.

3. Our more specialized services will take days/weeks to complete. We do our best to be accurate as to the completion time but be aware there may be overtime mostly due to circumstances out of our own control. We will inform you in a timely manner if the job will take longer.

4. We take no responsibility for any mechanical, electrical, structural, or cosmetic damage to vehicles, unless we are fully aware that the damage has been caused by us. Vehicles are made of thousands of various parts that may fail sooner or later. If an issue is to occur while in our care, doesn’t necessarily mean we did anything different than what we would normally do to cause the issue, but simply wear and tear / a fault that was timed to happen regardless. We do not have the time or resources to check and inspect the parts out of which the car is made to ensure it is all working properly prior to undertaking the job & due to some people bringing their cars in with certain faults before we received the vehicle, or vehicles where the defect his hidden by dirt etc which is later cleaned, but blaming Iconic Car Care after, we require customer’s full consent prior to working on the job.

5. On rare occasions, old or poor-quality materials may react unexpectedly under our standard cleaning routine. This includes, but is not limited to, staining, fading or breakdown of materials, i.e. Seat Covers, trims, leather, curtains etc. While we do our best to take the utmost care, it is not possible to tell with certainty how every material will react. In this instance, we are not liable for any damage of this nature that may occur.

6. While we strive to provide the highest level of detailing possible, the scope of this type of work does not allow for a 100% prefect result with 0 imperfections. If there is something within the specifications of the agreed package that has been missed or is not up to our standard, we reserve the right to be given the opportunity to fix these mistakes in lieu of a refund.

7. On rare occasions, extra charges may apply without customer’s consent (extra mud removal, extra tar removal, deep scratches, challenging pet hair removal, large amount of possession removal, extra compartments, etc.) The extra charges incurred should never amount to more than a 30% of the total from the last quote.

8. Quotes in store are free. Traveling to quote a vehicle in town is a $15 flat fee (includes travel fee). This fee is cancelled if the vehicle is booked in as a result of the quote.

9. Travel (for pick up / drop off) is $10 per 10 minutes’ drive per person.

10. Credit Card (MasterCard, Visa, etc.) available for a 3% total surcharge

 **ICONIC CAR CARE**
 142 DOBSON STREET, ASHBURTON

**WE EMBRACE BETTER BUSINESS PRACTICE**