

Terms and conditions

Eco Drift mobile car wash service

Interpretation

In these Terms and Conditions (Terms), the following words and phrases shall have the following meanings:

" Customer " means the person, firm or company who purchases the services from the company.

" Company " means Eco Drift Limited, 5 St. Thomas avenue, Hayling Island, Hampshire, PO11 0ET, Company registration number:7427833, info@ecodrift.co.uk

"Contract" means the contract between the customer and the company, which shall be deemed to incorporate these Terms;

"Services" means any services agreed in the Contract to be supplied

"Booking" means customers booking for services, placed on the Website or over the phone.

"Terms" means these Terms and Conditions, which we will update occasionally. Any changes will take effect from the date they appear on the Website and shall only apply to transactions from that date.

1. General

1.1 All valeting services to any UK address are inclusive of chemicals, travel, labour and insurance costs unless otherwise stated.

1.2 Whilst every effort is made to ensure that the valeting services are carried out to the highest standard and the best of Our ability, according to the condition of the vehicle, the Client is advised to check the vehicle/s/ on completion of valeting, before signing invoices or work schedules, that the work has been carried out to the standard and the specification described. If there is any cause for dissatisfaction, the Client should point out the discrepancy to the Company's personnel who will endeavor to correct it at the time and to the best of their ability. No responsibility can be accepted by the company for omissions/discrepancy detected after the company's personnel have left the clients premises. Should the valet be carried out with the "Client not present" and the client has cause for complaint, then the Client is asked to contact the company within 24 hours of the valet. Should the client fail to adhere to this time scale then the company may decline to rectify any omissions or discrepancies.

1.2 Prior to commencement of the service, the Client must disclose any known or suspected defects, damage or weakness in the vehicle which may be affected by our services.

1.3 As part of this policy to improve the quality of services, the company reserves the right to alter specifications of any services without prior notice.

1.4 If the client fails to keep an appointment, or if the client's vehicle is not available, a cancellation fee may be levied if less than 48 hours prior notice is received by the company from the Client. The cancellation fee is 50 % of the service booked or 20 pounds whichever is the greater.

1.5 Whilst the Company will endeavour to comply with any quotation or estimate given, vehicles in extremely poor condition will attract an extra charge.

1.6 If you have booked a valeting service with us, please make sure your vehicle is in a reasonable condition by removing excess items from the interior and boot area. Either remove all your personal belongings, or put them in a bag away from rubbish that we will clear.

Note: Items that may resemble rubbish could be considered disposable and, therefore, removed. We will not be held responsible in such a situation.

1.7 The company reserves the right to modify its pricing schedule or any quotation without prior notice.

2. Payment

2.1 In the absence of approved credit facilities, payment in full is due on completion. The company reserves the right not to release a vehicle back into the client's possession until payment is made in full.

2.2 Payment may be made by cash, debit card or voucher.

2.3 Before credit facilities can be approved, the client will provide the company with full address, telephone number, email address and contact name or its accounts department.

2.4 Where credit facilities exist, payment in full is required within 7 days from date of invoice, unless otherwise agreed.

2.5 Payments in any form, if returned or represented by our bankers will incur an administration charge of 30 pounds per transaction.

2.6 Invoices outstanding beyond normal credit terms will be passed to a debt recovery agent, and will be subject to a surcharge of 100 pounds per invoice outstanding. Such accounts will also be subject to any other costs involved in obtaining settlement. The company reserves the right to charge interest at 8% over the base rate on overdue accounts, in accordance with the

Late Payment of Commercial Debts (interest) Act 1998, if settlement is not within its agreed credit terms. Where preferential discounts have been given, if payment in full is not received by the due date, these discounts will automatically be disallowed.

2.7. In any event, the Company, its agents or other persons employed/ contracted by the Company, reserve the right to enter onto the Clients premises, property or land to repossess goods to the value of outstanding debts if payment is not made in accordance of Clause 2.6 above.

3. Licenses

3.1 Should it be required that a license, permit, authorization or permission be granted for valeting to be carried out at the Clients premises, car park or other location, it is the responsibility of the Client to obtain any such license, permission, authorization or permit from the owner/operator of the premises, car park or other location.

3.2 The client will be responsible for any payments/fines/fixed penalty tickets to the owners/operators of any such location. If any vehicle owned or operated by the company is disabled in any way at the Client's premises, car park or other location, the Client will be responsible for all costs involved in releasing the vehicle.

4 Working area

4.1 In the interest of safety, the company's insurers forbid it to valet vehicles in certain areas that may be hazardous. This can include of public roads, in public car parks, on construction sites and on oil or gas installations. It is therefore the Company's responsibility to check areas for safety, and valets will not be carried out should it consider that any area of work is unsafe.

5.Promotional offers

5.1 Promotional offers supplied by the Company are not to be used in conjunction with any other offer and can only be use once per vehicle!

6. Gift vouchers

6.1 The company will provide Gift vouchers when requested.

6.2 Payments must be received and cleared before a gift voucher will be issued.

6.3 Gift vouchers may be used as full or part payment for any of the Company's services. Any difference in value between Gift vouchers tendered and services supplied must be paid in accordance with Clause 2.2.

6.4 Gift vouchers are usually valid 6 months from date of issue, or in any event only until the expiration date on the Gift voucher. If the Gift voucher expires before the vale is completed, no refund will be given.

6.5 The Gift vouchers have no monetary value.

6.6 Gift vouchers must be valid and presented to the Company on the date of valeting.

7. Force Majeure

7.1 In the event of Force Majeure, that is circumstances outside its reasonable control, including

but not limited to war, fire, industrial disputes or civil commotion, the company shall be relieved of liabilities incurred under any contract with the Client wherever and to the extent to which fulfillment of such obligations is prevented, frustrated or impeded as a consequence of any such event.