OFFICIAL BUSINESS INFORMATION

Terms & Conditions

Effective date: November 26, 2026 Business: Mendez Mobile Detailing LLC

These terms explain how our website, appointments, estimates, and detailing services work. Please read them together with the specific details shown on your booking confirmation or estimate.

1. Acceptance and Scope

These Terms and Conditions ("Terms") apply to your use of www.mendezautodetailing.com and to estimates, bookings, and services offered by Mendez Mobile Detailing LLC ("Mendez," "we," "us," or "our"). By requesting or accepting an appointment or service, you agree to the terms communicated to you for that transaction and these Terms, subject to applicable law. If there is a conflict, specific written booking or service terms agreed with you control for that service.

2. Services and Estimates

We provide mobile and drop-off car detailing, interior/exterior cleaning, paint enhancement and correction, ceramic coating, and related services as described on our website or your written quote. Website package prices generally represent starting prices and may vary based on vehicle size, condition, materials, requested add-ons, travel needs, or labor. We will explain material changes to the scope or quoted price and seek your approval before proceeding with additional paid work.

3. Booking, Deposits, Payment, and Cancellation

Appointment requests are subject to schedule and service-area availability. Any deposit, payment requirement, cancellation deadline, rescheduling rule, or refund eligibility will be disclosed during booking, in the confirmation, or in a separate written agreement. Please review those specific terms before paying. Unless otherwise agreed, remaining payment is due as stated in your invoice or booking confirmation. Do not assume that all deposits are automatically refundable or non-refundable; the terms disclosed for your booking govern, subject to law.

4. Vehicle Condition and Service Results

Please accurately describe your vehicle, relevant damage, stains, odors, pet hair, prior paintwork, and known mechanical or electrical issues before service. Some stains, odors, scratches, etching, oxidation, and other defects cannot be fully eliminated. Results vary based on age, materials, previous repairs, contamination, and existing finish condition. We cannot guarantee restoration to new condition, complete odor or stain removal, or correction of all paint defects.

5. Mobile Service Conditions

For mobile appointments, customers must provide a safe, lawful, reasonably accessible location with sufficient space for our team and equipment. We may decline or postpone work where weather, lighting, site rules, road safety, unsafe conditions, restricted access, or other circumstances make service impractical. Any utilities or special arrangements needed for a particular appointment will be confirmed in advance. Certain services may require drop-off at an agreed location.

6. Customer Responsibilities and Personal Items

Before service, please remove cash, valuables, fragile personal items, sensitive documents, loose electronics, child seats and other belongings you do not want handled. Inform us about alarms, aftermarket modifications, loose trim, leaks, known damage, or special care instructions. If the vehicle cannot be safely accessed or worked on, additional coordination or rescheduling may be required. We will take reasonable care with your vehicle and property.

7. Inspections, Questions, and Claims

Customers are encouraged to inspect the vehicle at completion and raise concerns promptly so we can review them and, when appropriate, offer a reasonable remedy. To help us evaluate a concern, provide the service date, a description, and photographs when available. Nothing in these Terms limits rights or remedies that cannot legally be waived under applicable consumer protection law.

8. Ceramic Coatings, Paint Correction, and Aftercare

Paint correction and coatings depend on the vehicle’s starting condition, proper preparation, product selection, environmental exposure, and ongoing maintenance. Any specific product warranty, coverage term, registration requirement, exclusion, or maintenance obligation will be supplied separately when applicable. References to a "3-year" or "5-year" coating identify the service package or stated product duration and are not an unconditional guarantee against scratches, chips, staining, or all environmental damage. Follow the aftercare instructions provided for your service.

9. Weather, Delays, and Uncontrollable Events

Weather, vehicle condition, safety concerns, supplier delays, or other circumstances outside reasonable control may require changes to appointment time or service location. We will communicate material changes and discuss available rescheduling or other remedies in accordance with the terms applicable to your booking and applicable law.

10. Photos, Reviews, and Website Content

Any use of customer or vehicle images for marketing will be subject to our applicable permissions and Privacy Policy. You retain rights to your own submitted content, and you confirm you have permission to provide materials you send us. The website's text, images, branding, and other original content are protected by applicable law and may not be reused commercially without permission, except as allowed by law.

11. Website Use and AI Assistance

Website information is provided to help visitors learn about services, and details may change. Smart Chat and other automated tools are offered for general assistance; AI-generated answers may be inaccurate, incomplete, or out of date. Booking confirmations, written estimates, invoices, and direct communications from Mendez control over any inconsistent automated response. You agree not to misuse the website or interfere with its operation.

12. Liability and Applicable Law

To the extent permitted by applicable law, neither party is liable for indirect or consequential losses arising from website use alone. This provision does not exclude liability or rights that cannot be excluded, including for fraud, willful misconduct, or legally protected consumer claims. Any dispute will be governed by applicable Virginia law, subject to mandatory law or jurisdictional rules that apply to the customer.

13. Changes and Contact

We may update these Terms for future services or website use. The effective date identifies the current posted version; existing confirmed appointments remain governed by the terms agreed when booked, except where a lawful change is communicated and accepted. Contact us with any question before booking or payment.

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Contact Mendez Mobile Detailing LLC

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