



TERMS OF SERVICE

Zensei's Mobile Detailing

SOUTH JERSEY / MOBILE VEHICLE CARE

Your service, pricing & approval

These Terms of Service apply to the vehicle detailing identified in your booking and service authorization with Zensei's Mobile Detailing ("Zensei's," "we," or "us"). We provide them before collecting your booking deposit and before work begins. Please ask us about anything that is unclear.

01 Your booking and service scope

Your booking identifies the vehicle, selected service and requested location. You confirm that you own the vehicle or have authority to approve work on it. The service description and final written authorization define what is included. Detailing does not include mechanical repairs, bodywork, upholstery repair or specialist remediation unless separately agreed in writing.

02 Inspection and one service authorization

After receiving access or the keys, our technician inspects the vehicle. You do not need to remain beside the vehicle during this inspection. We then review the findings, planned work, exclusions, add-ons and final total with you before starting. Your completed service authorization records that approval and signature. We provide these terms for review and identify the applicable version in that authorization.

03 Condition levels, estimates and add-ons

Photos and condition levels are general guides to selecting a service. Your vehicle does not need to match every example. One or two areas needing deeper cleaning may be handled with a targeted add-on instead of a full service-level upgrade. We assess the overall condition, affected areas and work required.

An online or phone price is based on the information available. If inspection changes the recommended scope or price, we explain the difference and obtain your approval first. You may decline additional work; we will explain what can safely be completed within the original scope. We do not charge twice for treatment already included. Later changes require documented approval before the extra work begins.

OPTIONAL: NO MARKETING PHOTOS OR VIDEO

☐ Do not use photos or video of my vehicle for marketing.

Customer name

Job reference (if known)

Return this page to your technician or email jay@zenseisdetailing.com.

No extra signature is needed. Keep it with your service authorization.



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Bookings & vehicle preparation

04 Deposits, cancellations and rescheduling

A **\$50 non-refundable deposit** is required to reserve your appointment, subject to the refund exceptions below. It is credited toward your service total. If you need to cancel or reschedule, contact us as soon as possible. Your deposit will transfer to your rescheduled appointment. If you cancel without rescheduling, we retain the deposit for reserving that appointment.

We do not charge a waiting fee or an unavailable-vehicle fee. If we cancel before performing any work, you may choose a new appointment with the deposit transferred or a deposit refund. We also refund any amount you are entitled to recover under applicable law. If a statutory cancellation right applies to your sale, we provide the required notice and cancellation forms; that right takes priority over this policy.

05 Access and personal belongings

Have the vehicle, keys and agreed work area available at the appointment time. Remove valuables, money, documents, medication, loose electronics and personal belongings. Tell us about items that should not be touched. We may leave occupied storage compartments or obstructed areas uncleaned rather than handle private belongings. Excess trash removal is included only when agreed.

If access is unavailable or preparation prevents the scheduled work, we will contact you to discuss a delay, revised scope or rescheduling. Any additional cleaning requires your approval of the work and price before it begins.

06 Child seats and vehicle contents

Please remove child seats and booster seats if you want the areas beneath them cleaned. Our technicians do not remove, reinstall or verify the installation of child safety seats. If a seat remains installed, we clean accessible areas around it only. You are responsible for reinstalling it according to the manufacturer's instructions before use.

07 Weather, timing and interruptions

Arrival and completion times are estimates. Vehicle condition, traffic, weather, equipment issues and safe drying or curing requirements can affect timing. We will communicate material delays and arrange a suitable alternative when necessary. If we stop partway through a service, we will review completed work and any revised charge with you; unfinished work is not automatically billed as complete.



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Safe service & special conditions

08 Safe mobile service setup

Provide a lawful, accessible place to work with sufficient space around the vehicle and permission from the property owner where needed. Tell us about parking restrictions, gates, garage clearance and other access requirements. Any need for customer-supplied water or electricity will be confirmed before arrival.

Keep children, pets and bystanders away from equipment, chemicals, hoses and wet surfaces. Get the technician's attention before entering the work area. We may pause or decline work where access, drainage, ventilation, weather or other conditions make it unsafe or unsuitable.

09 Conditions that need advance disclosure

Before the appointment, tell us about known mold, water intrusion, bodily fluids, needles or sharps, pests, chemical spills, strong odors, damaged wiring or other hazards. Do not handle hazardous material to prepare for our arrival.

Level 3 is an assessment-based service and may include separately quoted mold-related cleaning when we accept the work. Standard detailing does not automatically include hazardous-material cleanup, disassembly or remediation. We may decline or stop work outside our capability or safe working conditions. Any accepted specialist work needs a defined scope and your approval.

10 Mold-related cleaning and moisture sources

If mold-related work is accepted, the written quote identifies the accessible areas, treatment, exclusions and any planned disassembly. Cleaning is not a certification that the vehicle is free of all mold or safe for every occupant. Hidden contamination, affected porous materials or unresolved leaks may require specialist assessment or replacement.

The source of water intrusion must be addressed to reduce recurrence. We will explain when work is beyond the agreed scope or when we recommend a qualified specialist.

11 What detailing can and cannot achieve

We use reasonable care and appropriate methods for the materials and agreed service. Results depend on age, condition, previous repairs and contamination. Detailing improves cleanliness and appearance; it does not make every vehicle new or guarantee removal of every stain, odor, hair, grain of sand, scratch or defect. We discuss known limitations before work when they can be identified.



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Results, protection & photos

12 Interior materials and drying

Stains, dye transfer, bleaching, worn fabric, damaged leather and discoloration may remain after cleaning. Odors may return when a hidden source or moisture problem remains. Cleaning does not repair damaged materials.

Headliners, loose trim, peeling finishes, worn buttons, aftermarket components and fragile surfaces may require limited cleaning or exclusion. We will explain material concerns and use a cautious approach. Fabric, carpet and padding may need additional drying after shampooing or extraction; weather and ventilation affect drying time. Follow the handoff instructions and contact us if moisture or odor persists.

13 Exterior cleaning and paint correction

Etching from bird droppings or insects, embedded brake dust, mineral deposits, oxidation, deep scratches, failed clear coat and damaged trim may not be removable through cleaning. Polishing and paint correction are included only when specified. We prioritize preservation of the finish and may leave defects when further removal would be unsafe.

Tell us about repainted panels, wraps, paint protection film, tint, coatings, damaged seals and aftermarket parts. We may modify the process or exclude fragile areas. No percentage of defect removal is guaranteed unless expressly stated in your written service scope.

14 Sealants, coatings and aftercare

A protection product does not prevent all scratches, stone chips, water spots, chemical damage or staining. Its performance depends on the surface, preparation, environment, storage and maintenance. Follow the product-specific washing, curing and aftercare instructions provided.

Any manufacturer warranty is supplied separately with its applicable conditions. A stated protection period is not a promise that the vehicle will remain clean or damage-free. Maintenance services and future visits are included only if expressly purchased.

15 Photos, video and privacy

By accepting these terms, you permit photos and video of this vehicle and service for Zensei's website, social media and advertising unless you opt out. Names, faces, license plates, addresses and private belongings are excluded unless separately authorized.

To opt out, use the box on page 1, tell your technician, or email jay@zenseisdetailing.com with your name and job reference before service. No extra signature is needed. You may withdraw permission for future marketing use; we will stop new use and remove posts we control. We may retain condition photos for job records, internal training and resolving concerns.



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Payment, service concerns & agreement

16 Payment and the approved total

Payment is due when the agreed service is completed, unless a different arrangement was agreed in writing. Your invoice should match the approved services and add-ons, less deposits or payments already received. Raise any discrepancy promptly so we can review it.

These terms do not authorize an automatic card charge, financing, a late-payment interest rate or collection fee. A stored payment method may be charged only under a separate, valid authorization for that payment.

17 Service guarantee and complaints

For our voluntary service guarantee, report missed work or workmanship concerns at the final walkthrough or email jay@zenseisdetailing.com with photos **within 24 hours of completion**. Later reports and issues that could not reasonably be discovered then are reviewed individually. Report suspected damage promptly after discovering it.

For confirmed missed or poorly performed included work, we will offer to redo the affected portion at no charge or refund that portion. If you decline a reasonable redo appointment, a discretionary goodwill refund is **limited to 20% of the service price. This limit does not reduce any refund or compensation owed for breach of contract, damage or under consumer law.**

Allow us a reasonable opportunity to inspect and propose a remedy before arranging third-party work. This voluntary guarantee does not promise reimbursement for unauthorized third-party work or cover excluded services, permanent defects or conditions outside the agreed scope. Take necessary steps to prevent further harm.

The 24-hour reporting period does not shorten a legal claim deadline. Payment, declining a redo or reporting later does not by itself waive your legal rights.

18 Your agreement and legal rights

We provide these terms before collecting the deposit. Acceptance is recorded through your booking acknowledgment, written confirmation or service authorization. Your signature approves the inspected scope and total and confirms the identified terms and photo choice. Reading this document or leaving the opt-out box blank is not acceptance. We give you copies of the signed authorization and these terms.

This agreement covers only this service purchase. Memberships, recurring payments and future purchases need their own agreement. Later changes do not alter authorized work without your agreement. New Jersey and applicable federal law govern. Nothing here waives consumer rights or excuses fraud, negligence or intentional misconduct.