

Terms & Conditions – Silverfin Valeting

1. Services & Appointments

All services are carried out by trained professionals using high-quality products and equipment. Appointments must be scheduled in advance. Please ensure we have safe and legal access to your vehicle at the time of your booking. For mobile services, access to a water supply and electrical outlet may be required depending on the service.

2. Pricing & Payments

All prices are listed in GBP and include VAT (if applicable). Payment is due on completion of service unless agreed otherwise. We reserve the right to revise pricing at any time. Final cost will be confirmed at booking or after inspection of the vehicle if extra work is required.

3. Cancellations & Rescheduling

You may cancel or reschedule your booking with at least 24 hours' notice at no charge. Cancellations made with less than 24 hours' notice may incur a 50% cancellation fee. No-shows or refusal of service on arrival will be charged in full.

4. Satisfaction Guarantee & Refunds

If you're not satisfied with your service, please contact us within 24 hours. We will offer to rectify the issue or provide a refund, in line with our Refund Policy. Our goal is always to leave your vehicle in excellent condition, but we cannot guarantee removal of permanent stains, damage, or defects.

5. Liability

Silverfin is fully insured. However, we are not liable for: - Pre-existing damage or wear on the vehicle. - Loss or damage caused by inaccurate information provided by the customer. - Valuables left inside the vehicle.

6. Customer Responsibilities

Please remove all personal belongings and child seats prior to service. We reserve the right to refuse service if the vehicle is excessively soiled or poses a health or safety risk.

7. Changes to Terms

Silverfin reserves the right to update these terms at any time. Continued use of our services after updates indicates your acceptance of the revised terms.