

Terms & Conditions

Effective Date: 15 June 2026

Welcome to Thee Carwash. By accessing our website, requesting a quotation, booking a service, or using our services, you agree to be bound by the following Terms and Conditions.

1. Definitions

"Thee Carwash", "we", "our", and "us" refer to Thee Carwash Premium Mobile Detailing.

"Customer", "client", "you", and "your" refer to any person or business using our services.

2. Services

Thee Carwash provides professional mobile vehicle detailing services, including but not limited to:

- Ceramic Coating
- Paint Protection Film (PPF)
- Paint Correction & Swirl Removal
- Interior Deep Cleaning
- Leather Care & Conditioning
- Machine Polishing
- Headlight Restoration
- Vehicle Protection Services

All services are performed at the customer's chosen location, provided suitable working conditions are available.

3. Quotations

- All quotations are valid for 30 days unless otherwise stated.
- Quotations are estimates based on information provided by the customer.
- Additional charges may apply if the vehicle condition differs significantly from the information supplied during the quotation process.

4. Bookings

- Booking requests submitted through our website do not constitute confirmed appointments.
- A booking is only confirmed once acknowledged by Thee Carwash.
- Appointment dates and times are subject to availability.

5. Customer Responsibilities

Customers agree to:

- Provide accurate contact information.
- Ensure reasonable access to the vehicle.
- Remove personal valuables from the vehicle before commencement of work.
- Disclose any existing vehicle damage before the service begins.
- Ensure pets and children remain clear of the work area.

6. Cancellations & Rescheduling

- Appointments may be rescheduled with reasonable notice.
- We reserve the right to reschedule appointments due to adverse weather conditions, safety concerns, equipment failure, or circumstances beyond our control.
- Repeated cancellations may result in future bookings requiring a deposit.

7. Payment Terms

- Payment is due immediately upon completion of services unless otherwise agreed in writing.
- Accepted payment methods will be communicated at the time of booking.
- Thee Carwash reserves the right to withhold vehicle release or service completion documentation until payment has been received where applicable.

8. Results Disclaimer

Vehicle detailing can significantly improve the appearance of a vehicle; however:

- Results may vary depending on the age and condition of the vehicle.
- Deep scratches, paint defects, stains, fading, stone chips, and other permanent damage may not be fully removable.
- No guarantee is provided that every defect can be corrected.

9. Ceramic Coating & Paint Protection

- Ceramic coating and paint protection products require proper maintenance by the vehicle owner.
- Longevity claims are dependent on vehicle usage, washing methods, environmental conditions, and maintenance practices.
- Failure to maintain the vehicle correctly may reduce coating performance and lifespan.

10. Limitation of Liability

While every reasonable precaution is taken:

- Thee Carwash shall not be liable for pre-existing damage, defects, mechanical failures, electrical faults, or deterioration that becomes apparent during or after the detailing process.

- Liability for any proven negligence shall be limited to the value of the service provided.
- Under no circumstances shall Thee Carwash be liable for indirect, consequential, or incidental damages.

11. Photographs & Marketing

Thee Carwash may photograph vehicles before, during, and after services for quality control, portfolio, social media, advertising, and marketing purposes.

If a customer does not wish their vehicle to be featured, they must notify us in writing before the service commences.

Vehicle registration numbers and personal information will not intentionally be disclosed.

12. Website Usage

Users of this website agree not to:

- Use the website for unlawful purposes.
- Attempt unauthorized access to website systems.
- Upload malicious software or harmful content.
- Copy or reproduce website content without written permission.

13. Intellectual Property

All content on this website, including text, logos, branding, graphics, images, and designs, remains the property of Thee Carwash unless otherwise stated.

Unauthorized use is prohibited.

14. Privacy

Personal information submitted through our website is handled in accordance with our Privacy Policy and applicable South African privacy legislation, including POPIA.

15. Force Majeure

Thee Carwash shall not be held responsible for delays or failure to perform services due to circumstances beyond our reasonable control, including:

- Extreme weather
- Power outages
- Equipment failures
- Natural disasters
- Government restrictions
- Civil unrest

16. Amendments

Thee Carwash reserves the right to update these Terms and Conditions at any time without prior notice. Updated versions will be published on this website.

17. Contact Information

For questions regarding these Terms and Conditions, please contact:

Thee Carwash – Premium Mobile Detailing

☎ Chris: 066 527 0198

☎ Benita: 082 050 1786

🌐 www.theecarwash.co.za

By using this website or booking our services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.