



Terms & Conditions

1. General Information

- By booking a service with Buff Detailing, you agree to the following terms and conditions. These terms apply to all detailing services provided by us. We reserve the right to update these terms at any time without prior notice.

2. Appointments & Booking

- Appointments are required to guarantee service availability. Walk-ins are accepted based on availability.
- A deposit may be required for certain services or packages. This deposit is non-refundable if the appointment is canceled less than 24 hours before the scheduled time.
- We reserve the right to refuse service to any vehicle that we deem unsafe, excessively dirty (e.g., hazardous waste, biohazards), or beyond our service capabilities.

3. Cancellation & Rescheduling

- Customers must provide at least 24 hours' notice for cancellations or rescheduling.
- Cancellations made with less than 24 hours' notice may result in a cancellation fee or forfeiture of the deposit.
- No-shows will be subject to the full charge of the scheduled service.

4. Service Limitations & Liability

- While we take every precaution to protect your vehicle, we are not responsible for any pre-existing damage, including but not limited to scratches, dings, paint imperfections, interior stains, and upholstery tears. Additionally, we are not liable for any incidental damage that may occur during the detailing process, including minor scratches, scuffs, or other cosmetic issues.

5. Personal Belongings & Valuables

- Customers are responsible for removing all personal belongings, including valuables, electronics, and loose items, before the service begins.
- We are not responsible for lost, stolen, or damaged personal items left inside the vehicle.

6. Pricing & Payment

- Prices are subject to change without notice. The final price may vary based on the condition and size of the vehicle.
- Payment is due upon completion of the service. We accept EFT & CASH
- Discounts and promotions cannot be combined unless explicitly stated.

7. Weather Policy

- In case of severe weather conditions (e.g., heavy rain, storms) that may impact service, we reserve the right to reschedule appointments. Customers will be notified in advance of any changes.

8. Service Time & Completion

- Estimated service times may vary based on the vehicle's condition. While we aim to complete services within the estimated timeframe, delays may occur.
- Customers must pick up their vehicle within [4] hours of service completion unless prior arrangements have been made. Additional storage fees may apply for late pickups.

9. Customer Satisfaction & Complaints

- We strive for 100% customer satisfaction. If you are unhappy with our service, please notify us before leaving the premises so we can attempt to resolve the issue.
- Complaints made after the vehicle has left our premises will be reviewed, but may not be eligible for refunds or corrections.

10. Damage Claims

- Any claims of damage must be reported before leaving our premises. We will investigate and determine an appropriate resolution. However, Buff Detailing is not responsible for any minor scratches, swirl marks, or other incidental damage that may occur as a result of the normal detailing process.

11. Photography & Marketing

- We may take before and after photos or videos of your vehicle for quality assurance, training, and marketing purposes, including social media and promotional materials.
- Any identifying details, such as your license plate, VIN, or any import/legal documentation, will be hidden or blurred in all published content.
- No permission will be requested before taking or using these photos/videos. However, if you find an image or video of your vehicle online and would like it removed, you may request its removal, and we will comply promptly.

12. Governing Law

- These Terms & Conditions are governed by the laws of South Africa. Any disputes will be handled in accordance with local legal processes applicable in Kenton-on-Sea.