

MezMerized Detailing Ltd

Terms & Conditions — mobile car detailing across Buckinghamshire

Last updated: September 2026

1. About these terms

These terms and conditions govern all detailing and valeting services provided by MezMerized Detailing Ltd (“we”, “us”, “our”) to you (“the customer”). By making a booking, paying a deposit, or allowing us to begin work on your vehicle, you agree to be bound by these terms.

These terms apply to all services booked through our website, by phone, by email, or via social media. Nothing in these terms affects your statutory rights under the Consumer Rights Act 2015.

2. Bookings

A booking is a request for a specific package, vehicle size, date and time. Where we publish available slots, your booking is reserved when you select a slot and complete the booking form. Where no slots are published, your preferred date and time are a request only and are confirmed by us by phone or email.

You must ensure the details you provide — including vehicle make and model, vehicle size, address and contact details — are accurate. If the vehicle size or condition has been materially understated, we may adjust the price to the correct size band or, in exceptional cases, decline the work.

We reserve the right to decline or cancel any booking at our discretion, in which case any deposit or payment taken for that booking will be refunded in full.

3. Deposits and payment

A deposit is required to secure your booking. Our deposit amounts are: Essential — £30; Executive — £50; Elite — 30% of the total package price for your vehicle size.

The balance is payable on completion of the work, on the day, unless otherwise agreed in writing.

Deposits and payments are processed securely through our online payment provider. We do not store your card details.

All prices quoted on our website are in pounds sterling and apply to the package and vehicle size selected.

4. Cancellations, rescheduling and no-shows

Full refund — 48 hours or more notice: if you cancel or reschedule with at least 48 hours’ notice before your appointment, your deposit will be refunded in full or transferred to a new date, at your choice.

Less than 24 hours’ notice: if you cancel or reschedule with less than 24 hours’ notice, your deposit is forfeited, unless the appointment is missed for a genuinely good reason (for example illness or an emergency), which we may ask you to explain and which we will consider fairly.

No-show: if you are not present, the vehicle is not available, or we cannot gain access to the vehicle at the agreed time and place and cannot reach you, this is treated as a no-show and your deposit is forfeited in full.

Between 24 and 48 hours’ notice: we will normally transfer your deposit to a rescheduled date; refunds in this window are at our discretion.

If we need to cancel or reschedule your booking for any reason, your deposit will be refunded in full or transferred to a new date, at your choice.

5. Weather policy

All exterior detailing work is subject to weather conditions. As a mobile service working outdoors, certain weather — including heavy or persistent rain, frost, ice, snow, high winds or extreme heat — can prevent us from carrying out work to the standard we guarantee.

If, in our professional judgement, weather conditions would affect the quality of the finish, we will contact you and reschedule your appointment free of charge. Your deposit will be transferred to the new date, or refunded in full if you prefer not to rebook.

Interior work is not normally affected by weather and will usually go ahead as planned.

We will always try to give you as much notice as possible, but the final decision may need to be made on the day based on conditions at your location.

6. Vehicle condition, inspection and pre-existing damage

Before work begins, we may inspect your vehicle and record its condition, including any existing damage such as scratches, scuffs, dents, stone chips, cracks, worn paint or damaged trim. Where practical we will note or photograph existing damage, and we encourage you to point out anything you are already aware of.

Detailing is a cleaning, enhancement and protection service. We do not carry out bodywork, mechanical or maintenance repairs. We do not repair deep scratches, dents, smashed or cracked glass, cracked trim, or any similar damage, and nothing in our service should be understood as including such repairs.

Machine polishing and paint enhancement can reduce the appearance of light swirl marks and minor defects, but we make no guarantee that any existing damage, defect or imperfection will be removed or corrected unless we have specifically confirmed this to you in writing before the work begins.

Any pre-existing damage identified before or during the work remains your responsibility and is not caused by, nor the liability of, MezMerized Detailing Ltd.

7. Your responsibilities

You must provide safe, legal and reasonable access to the vehicle, with enough space for us to work around it.

Please remove all personal belongings, valuables and, where you would like areas beneath them cleaned, child seats, before we arrive. We accept no responsibility for loss of or damage to items left in the vehicle.

You confirm that you are the owner of the vehicle or are authorised by the owner to book our services for it.

Please tell us about anything we should know before work begins — for example alarm or immobiliser quirks, loose trim, known leaks, aftermarket modifications, or previous paintwork repairs.

8. Our liability

We take great care with every vehicle and carry appropriate insurance for the work we undertake.

If damage is caused to your vehicle by our negligence, we will, at our option, arrange and pay for repair or compensate you for the reasonable cost of repair. Our liability is limited to the

reasonable repair cost of the damage directly caused by us.

We are not liable for: pre-existing damage or defects (see section 6); damage that arises because a vehicle component was already loose, worn, corroded, poorly repaired or failing; or any indirect or consequential loss, such as loss of earnings, alternative transport costs or inconvenience.

Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, for fraud, or for any other liability that cannot be excluded or limited by law.

9. Complaints

If you are unhappy with any aspect of our work, please tell us as soon as possible — ideally on the day — so we have the opportunity to put it right. We will always try to resolve complaints fairly and promptly.

10. General

We may take photographs of vehicles for our portfolio and social media. Number plates are obscured where the vehicle is identifiable. If you would prefer your vehicle not to be photographed, just let us know.

If any part of these terms is found to be unenforceable, the remainder continues in full force.

These terms are governed by the laws of England and Wales, and any dispute is subject to the exclusive jurisdiction of the courts of England and Wales.

Questions about these terms: hello@mezmerizeddetailing.co.uk or 07000 000000.