

Murph Details Acknowledgement Form

1. Please understand that it is not a “detail shop” but our garage at our home that we have equipped to take customers. We do not have a waiting room so customers must arrange to drop the vehicle off. Please give us ample notice via phone call, text, or email to set up drop off time.
2. We require a 24-hour notice to cancel any booking/detailing service. Failure to do so will result in a \$50 cancellation fee.
3. We reserve the right to charge a \$100 non-refundable retainer if the customer has canceled and rescheduled multiple times. This will be applied towards the total.
4. We reserve the right to alter or amend a booking time/date without penalty but wherever possible will let the customer know.
5. We reserve the right to alter a booking or move a booking in accordance to weather conditions and/or equipment failure without penalty to the company.
6. We are not responsible for the damage or loss of items inside the vehicle. Please remove all personal belongings, money, and other significant items from their vehicle prior to any type of details.
7. If areas such as the center armrest storage or glove compartment are not cleared, we will not be able to clean them due to the customer’s private personal belongings.
8. Due to child safety, we will not remove or replace car seats under any circumstances. We ask that our clients remove car seats and booster seats before we arrive. Should the car seat be left in the vehicle we will do our best to clean around the car seat but can’t promise your total satisfaction.
9. We reserve the right to charge each vehicle according to its condition, the type of vehicle, and the customer's location.
10. We reserve the right to amend any price during the detailing should it differ from the original price.
11. A minimum of 10% surcharge will be applied to all jobs that involve excessive pet hair, urine, vomit, blood, feces, or other hazardous materials.
12. Pet hair and sand are two of the toughest items to remove from a vehicle with normal vacuuming. The removal of either element is not guaranteed with any of our service offerings. However, on most occasions, we are successful at removing visual traces of both elements.
13. We make no promises when it comes to the removal of stains and/or odors from vehicles. We aim to please so we will try our best. Please be aware that some upholstery and carpets are beyond cleaning and may not completely clean up as expected. Some stains are permanent. We may consult with you about what can and cannot be done in regard to your vehicle's interior.
14. Odors cannot be removed by cleaning alone. We can perform cleaning & odor treatment services, but you may need to contact an interior odor specialist for deeply embedded odors.
15. When it comes to windows we try to be our best. But from time to time and depending on temperature windows may have a film. Please allow the car to cool and then take a

microfiber towel and wipe the film off if you see streaks. We do apologize for any inconvenience this may cause.

16. We are not responsible for damage due to heavily soiled, stained or damaged interior components, such as dash buttons and steering column buttons and knobs. Such areas may be so caked with dirt, grime, and makeup that cleaning may result in these buttons and knobs losing their markings.
17. We will only clean engine bays and sunroofs/moonroofs upon request. We are not responsible for any mechanical or electrical problems when cleaning engine bays and sunroofs/moonroofs due to areas simply getting wet from the wash/cleaning process. Please make sure your vehicle is in good mechanical/electrical working order. There is no way of knowing of these problems before we begin, so please understand that if issues do arise after our detailing process, we will NOT be held responsible.
18. The headliner is gently cleaned, however, there may be remaining stains. The glue used for headliners will start to release if cleaned more aggressively or with stronger cleaners. Please understand that headliners may not come completely clean due to this reason. If you choose to clean them at your own risk, they may look clean but will sag over time due to the glue being compromised.
19. We do not use harsh cleaning products on any interior or exterior areas. All of our products are safe and do not chemically damage carpets, leather, vinyl, plastic, painted, clear coated, or chrome surfaces.
20. We are not responsible for baked-on brake dust that cannot be completely removed either on the surface or deep within the wheel. Some wheels are beyond cleaning and may need to be repaired or replaced.
21. We are not responsible for damage from bird droppings, bug splatter, sap, tar, and other environmental contaminants. These things will chemically etch into your vehicle's paintwork if left for a period of time and will result in a deep chemical mark on the paintwork that may need additional work to safely remove. In some cases, the mark cannot be removed completely without compromising the clearcoat.
22. Exterior black or gray, textured or smooth trim pieces may be beyond restoration and will have to be replaced. We try our best to restore the plastic to its original color.
23. We do not dress or coat the plastic running boards on trucks and suvs since it may cause a slip hazard. If you request that we dress these you accept all liability.
24. Any wax, sealant, or coating not properly cared for will not last its intended durability length. We recommend safe hand washing.
25. We respect your time and personal property and we will be polite and courteous at all times. However, we reserve the right to refuse, deny or discontinue any service if we deem the customer to be unreasonable.
26. We will not tolerate any verbal or physical abuse under any circumstances and will take the relevant actions should any such behaviors be encountered
27. For your safety please keep a safe distance, at least 10-15 feet away from our work area to avoid any trip or slip hazards. If you need to speak to us while we are working on your vehicle please make sure to get our attention from a distance. We try to pay attention to our surroundings

28. If we have applied a ceramic coating to your vehicle's paint, trim, wheels, or glass and you opt out of our maintenance program to care for the coating we are no longer responsible for any premature coating failure. Please consider having us maintain your vehicle coating every 3-4 months so as to ensure its durability for the next 3-10 years.
29. If you have scheduled any of our Ceramic Coating services and agreed to pay the deposit please understand this is a non-refundable deposit that goes towards your total.
30. For our protection, we have the right to file a Lien ([Ch. 70](#)) on your vehicle when payment is refused or unable to be processed.

Name	
Phone Number	
Email	
Date of Service	
Year, Make, Model of Vehicle(s)	
Service(s) Requested	
Signature	