

Terms and conditions

12 Oct 2026

These terms apply to every service provided by AW Detailing Limited ("AW Detailing"). By booking, you agree to them. Please read them before your appointment.

1. Bookings and deposits

- Book in advance through our website, by phone or in person. We agree the work and date with you first.
- Every booking requires a deposit. A booking is not confirmed until the deposit is paid.
- The deposit is taken off the final price. Deposit amounts differ by service and vehicle.
- Deposits are non-refundable and cannot be transferred to another person. Section 7 covers the one case where we refund or move a deposit.

2. Cancellations and no-shows

- Tell us at least 72 hours before your appointment if you need to cancel or move it. Your deposit is kept, and you may use it once towards a new date.
- If you cancel within 72 hours of your appointment, on the day, or do not attend, the full price of the service is due and we will invoice you. Your time is reserved for you alone, and a late cancellation usually cannot be filled.

3. Your vehicle

- Remove all personal belongings before your appointment. AW Detailing is not responsible for items left in the vehicle.
- Tell us before the work about any existing damage, previous repairs or repaints, wraps, paint protection film, existing coatings, or faults that may affect the work.
- We may inspect and photograph the vehicle before starting, to record its condition.
- We are not liable for damage that was already there.

4. Additional charges and estimates

- If the interior is heavily soiled, for example with mud, pet hair, mould or bodily fluids, additional charges apply.
- Please send a few photos of the vehicle's condition before booking so we can give a fair estimate.
- If no photos are sent, the price is agreed on the day, before any work begins. If we cannot agree, we will not start and the deposit is kept.

5. The work

- We carry out all work with reasonable skill and care.
- Some stains, marks or imperfections may not be fully removable.
- Paint correction depends on the thickness and condition of the paint. We take readings and will not remove more than is safe, so some marks may remain.
- Coating performance depends on aftercare and conditions. Following the aftercare guidance is your responsibility.
- We are not responsible for damage caused by faulty vehicle components (such as loose trims or faulty electronics), previous poor repairs, or paint that is already thin, failing or repainted.

6. Mobile service

- You must provide a safe working area with enough space and access, and a safe place to plug in for power. Water must be available if we ask for it.
- For safety and insurance reasons, we will not start work on a vehicle on a main road, a heavily used road or a tight road, or in a pay and display car park.
- If your location has any of these issues, contact us before booking and we will help find a solution.
- If the location is unsuitable on the day, we may rearrange or decline the work, and the cancellation terms in section 2 apply.

7. Weather and unforeseen circumstances

- If extreme weather (such as heavy rain, snow or extreme heat) or something outside our control prevents us from doing the work, we will rebook you at no extra cost.
- If we cancel and cannot offer a suitable new date, we will refund your deposit.

8. Payment and collection

- The balance is due on completion, unless we agree otherwise.
- We may keep the vehicle until payment is made in full.
- Please collect your vehicle at the agreed time. A reasonable storage charge may apply if it is left beyond that.

9. Problems with the work

Check your vehicle when you collect it. Tell us within 7 days of any issue, with photos, and we will inspect it. Where the issue is down to our work, we will put it right first. Refunds are not given for completed services unless there is a proven issue we cannot put right.

10. Photos

We may photograph or film the work for our records and portfolio, including social media. If you would rather your vehicle is not featured, tell us before the work.

11. Guides

Any guide bought from AW Detailing is for the person who bought it, for their own use. Do not share, forward, copy or resell any part of it to anyone, including team members, friends, employees or followers. You may post about it on social media as a review, with any readable content covered. All content belongs to AW Detailing Limited and is protected by copyright.

12. Changes to these terms

We may update these terms at any time. The latest version is on our website. Changes apply to bookings made after the change, and confirmed bookings stay on the terms in place when they were made.

13. General

These terms are governed by the law of England and Wales. If any part of them is found unenforceable, the rest still applies.

By booking, you confirm that you have read, understood and agree to these terms.