Before Your Detail

PLEASE READ BEFORE YOUR APPOINTMENT

A quick checklist so we can get started right on arrival, with no delays and no surprises.

We come to you, which means a little prep on your end helps us do our best work the moment we pull up. Here is what to expect, and what we need from you before we arrive.

YOUR APPOINTMENT AT A GLANCE

1. We arrive in a window.

Your booked time starts a window that runs from 10 minutes before to 30 minutes after it. We text you when we are on our way.

2. Keep your phone on.

Please answer our calls and texts from the start of the window until we arrive. If you cannot be reached, or the vehicle is not available to us, we may have to end the appointment and the fees in Section 2.6 of our Service Terms & Conditions may apply.

3. Changes are free up to 24 hours ahead.

Text or call (612) 513-7577 at least 24 hours before your booked time and your deposit moves to the new date or is refunded. With less than 24 hours' notice the deposit is not refunded.

4. Your deposit counts toward your total.

It is 15% of the booking total for bookings of $100 or more. The rest is due when we finish. Listed prices are before Minnesota sales tax, which is added at checkout.

3 THINGS TO HANDLE BEFORE WE ARRIVE

1. Clear out your belongings.

Please remove personal items, trash, and valuables from the interior, trunk, and door pockets before we arrive: papers, chargers, coins, gym bags, anything loose. This protects your things and lets us spend our time actually detailing instead of packing and unpacking the car for you.

2. Park in a wide, low-traffic spot.

Move your vehicle to an open area with at least one full car's width of clearance on all sides, away from mailboxes, trash cans, low branches, garage walls, and other parked cars. A driveway or a quiet stretch of street works great. Tight garages, packed lots, and narrow alleys don't give us the room to work safely or do the job right.

3. Leave a clear path for us to park behind you.

We need to pull our vehicle in directly behind yours and reverse in without obstruction: no other cars, trash bins, or tight turns blocking that path. Please keep that space open until we arrive.

IMPORTANT: If we arrive and there is no safe, clear access to reverse in and work around your vehicle, and we cannot sort it out with you within 15 minutes, we may have to end the appointment and the fees described in Section 2.6 of our Service Terms & Conditions apply. Please double check your parking spot the morning of your detail.

A few more things that help

- **Unlock the vehicle** and have the keys ready. Tell us ahead of time about anything unusual: heavy pet hair, mold or musty odors, biohazards, or bodily fluids.
- **Interior-only jobs need no water or power from you.** We bring our own. Exterior services need a working water spigot and hose at your location unless we arranged something else. With no water, we can do a waterless wash for a $30 labor fee.
- **Shade helps, and pets and children should stay clear** of our chemicals and equipment while we work.
- **We photograph your vehicle** before and after the work and point out any existing damage. Please walk around it with us when we arrive.

If we run late. *We plan our routes carefully, but things happen: a flat tire, a crash, a road closure, severe weather. If something outside our control delays us, we will call or text you as soon as we can with a new arrival time. You can reply WAIT to keep your appointment, or RESCHEDULE and we will move it at no charge. Your deposit carries over. If you decide to cancel instead, the cancellation terms in Section 2 of our Service Terms & Conditions apply.*

Questions before your appointment? Just text us at (612) 513-7577. We are happy to help. This guide is provided alongside our Service Terms & Conditions, which control if anything here differs.