

TWINFLOCK LLC SERVICE TERMS & CONDITIONS

By booking any service with TwinFlock LLC, you agree to the terms outlined below. These terms exist to protect both our clients and our technicians, and to make sure every job is clear, fair, and well understood from the start.

PAYMENT & DEPOSITS

A 10-50% deposit is required to confirm all new bookings unless otherwise waived in writing or other approved exceptions. The remaining balance is due in full upon satisfactory completion of service. Accepted payment methods: cash, check (payable to TwinFlock LLC), Venmo Business, and Square. Payment is due the day service is completed. Unpaid balances may be subject to a \$25 late fee after 5 business days, and outstanding invoices beyond 30 days may be referred to collections, with the client responsible for any associated collection or legal fees.

CANCELLATIONS & RESCHEDULING

Cancellations made less than 24 hours before a scheduled appointment may forfeit the deposit. TwinFlock LLC reserves the right to reschedule any appointment due to weather, equipment issues, or safety concerns, with advance notice whenever possible. If TwinFlock arrives at the scheduled time and is unable to access the vehicle or property within 15 minutes through no fault of our own, a \$25 inconvenience fee may apply.

SCOPE OF WORK & CHANGE ORDERS

All services are performed exactly as described in the client's invoice or booking confirmation. Any additional work requested beyond the original scope requires a verbal or written change order and may incur additional charges, communicated to the client before work begins.

VEHICLE & PROPERTY CONDITIONS (AUTO DETAILING)

Clients are responsible for disclosing any unusual conditions prior to booking, including but not limited to pet hair, mold, biohazards, excessive trash, or bodily fluids. TwinFlock reserves the right to decline service or adjust pricing for any vehicle presenting hazardous or significantly more time-intensive conditions than disclosed at booking. Personal items and valuables should be removed from the vehicle prior to service; TwinFlock is not responsible for personal belongings left inside.

We do our best with every detail, but some limitations are outside of our control. Pet hair, sand, and deeply set stains are not always fully removable, even with professional equipment. Odors caused by mold, smoke, or biological sources may require specialized treatment beyond standard detailing and are not guaranteed to be fully resolved through cleaning alone. Bug splatter, tree sap, tar, and bird droppings left on a vehicle's exterior for extended periods may chemically bond to paint and cannot always be removed without risk to the clear coat; TwinFlock is not responsible for pre-existing paint damage from these conditions. Heavily soiled interior buttons, trim, and touch surfaces may lose printed markings or finish during deep cleaning; this is a risk of the cleaning process on already-degraded surfaces, not a result of technician error.

PRESSURE WASHING, DECK SEALING & OUTDOOR SERVICES

Exterior services may be rescheduled due to unsafe or unsuitable weather conditions (rain, high wind, freezing temperatures) at no penalty to either party. Deck sealing and staining require a minimum dry window before and after application, per product specifications; TwinFlock is not responsible for sealant failure caused by rain or moisture occurring outside our control after proper application. Clients are responsible for clearing furniture, plants, and personal items from the work area prior to arrival.

PROPERTY & LIABILITY

TwinFlock LLC takes reasonable care with all client property. TwinFlock is not liable for pre-existing damage, wear, or conditions present before service begins. Any concerns about a vehicle's or property's pre-existing condition will be noted with the client prior to starting work whenever practical.

PHOTO & VIDEO RIGHTS

By booking with TwinFlock LLC, clients agree and give express consent that before/after photos or videos of the vehicle or property, and client interactions as per single party consent laws may be used for TwinFlock's marketing and social media. We will not identify clients by name, and will not include license plates or home addresses, without prior permission. If you do not wish to have your vehicle, property, or yourself photographed/videographed for marketing purposes, please notify us before service begins and we will accommodate your request.

SERVICE GUARANTEE

If you are unsatisfied with any aspect of service, please notify TwinFlock LLC within 24 hours of completion so we can make it right. Claims must be reported within this 24-hour window; we cannot guarantee correction of concerns reported after this period, though we will always do our best to understand and address client concerns. Redos or corrections apply only to the original scope of service booked; any additional or unrelated concerns are outside the service guarantee.

DISPUTES & COLLECTIONS

Any dispute regarding an invoice must be submitted to TwinFlock LLC in writing within 3 days of the invoice date. Disputes not raised within this window will be considered accepted. Unpaid invoices beyond 30 days accrue interest at 1.5% per month and may be referred to collections, with the client responsible for reasonable collection and legal fees incurred.

GENERAL

TwinFlock LLC reserves the right to update these Terms & Conditions at any time; the version in effect at the time of booking applies to that service. By booking any service, whether online, by phone, or in person, you acknowledge that you have read and agree to these Terms & Conditions in full.