

TERMS AND CONDITIONS OF BUSINESS

Welcome to Lux Lab Detailers. These terms and conditions govern your relationship with us, covering the purchase of products and services, rights and responsibilities, and our commitment to you. By booking our services or accessing our website, you agree to abide by these terms.

1. General Information

- **Business Name:** Lux Lab Detailers LLP
- **Contact Information:** info@luxlabdetailers.co.uk | +44 7907018807 | www.luxlabdetailers.co.uk
- The latest version of these terms applies to all products and services purchased unless explicitly stated otherwise. We reserve the right to modify these terms to reflect changes in business operations or legal requirements, providing 30 days' notice for material changes.

2. Bookings, Cancellations & Adjustments

- **Estimative Times:** Our detailing times are estimates only. We cannot guarantee exact completion times as each vehicle may require more or less time to fulfill our strict quality standards.
- **Cancellations & Rescheduling:** We require a minimum of 72 hours' notice to cancel or reschedule any standard valeting bookings. For major detailing work (including paint correction, ceramic coating, and PPF installations), we require a strict minimum of 14 days' notice. Deposits are non-refundable if the cancellation or rescheduling notice provided falls short of these timeframes.
- **Detailing Rescheduling Policy:** If you contact us more than 14 days in advance of a detailing appointment, we allow the booking to be moved to a later date without extra cost. This courtesy is strictly limited to one single time per customer. Any further changes will result in the immediate loss of the deposit.
- **Statutory Rights (Online/Phone Orders):** Consumers have the right to cancel within 14 days of order confirmation, provided the service or product has not been delivered or customized. Refunds for cancellations will exclude costs incurred for completed portions of the service. Services already completed or products subjected to excessive use/damage are non-refundable.
- **Right to Alter:** Lux Lab Detailers reserves the right to alter or move a booking in accordance with severe weather conditions or unexpected equipment failure without penalty to the company.

3. Vehicle Drop-off & Preparation

- **Accurate Descriptions:** You are responsible for providing accurate descriptions of your vehicle's condition when booking services. We will request to see the vehicle, pictures, or videos before any service takes place to provide an estimated price.
- **Fuel Requirement:** When leaving the car with us, please ensure there is at least ¼ tank of fuel.
- **Personal Belongings:** Customers must remove all personal belongings, money, and other significant items from their vehicle prior to drop-off.
- **Child Car Seats:** For health, safety, and liability reasons, our staff will not remove, move, or reinstall child car seats under any circumstances. Customers must remove these prior to dropping off the vehicle.

- **Condition Reports:** A detailed inspection will be conducted upon your vehicle's arrival at our facility. If excessive dirt, damage, or other undisclosed conditions are identified, additional charges may apply.
- **Hidden Defects:** Please note that heavy dirt can hide swirl marks, scratches, paint chips, and fine lines. During the initial inspection, if we find any items that are scratched, cracked, or broken, we will bring it to your attention before work commences.

4. Pricing, Payments & Lien Policy

- **Pricing Variations:** Pricing is based on the size and condition of the vehicle. We reserve the right to revise pricing if unforeseen issues arise after the initial assessment.
- **Payment Terms:** Full payment is required before the vehicle leaves our premises. Ownership of any applied product is transferred only upon full payment. We accept Card, Cash, and Bank Transfer.
- **Lien Policy:** We reserve the right to exercise a contractual lien over your vehicle until all outstanding payments are settled in full. Vehicles will not be released under any circumstances until full payment is received.
- **Late Payments:** Interest may be charged on overdue amounts at 4% above the Bank of England base rate, accruing daily until payment is made. If payment is overdue by more than 30 days, we reserve the right to proceed with legal action to recover unpaid costs.

5. Service & Restoration Disclaimers

- **Alloy Wheels:** While we provide impeccable cleaning services, there may be instances where the paint finish does not achieve a flawless appearance due to previous damage or substandard smart repairs.
- **Leather:** We utilize top-quality materials for leather restoration. However, in cases where seats have undergone poor-quality repairs in the past, some degree of discoloration may remain visible.
- **Paintwork and Bodywork:** Prior to conducting machine polishing, we meticulously assess paint thickness. If the vehicle has undergone substandard repainting in the past, sections may appear uneven or discolored. By availing of our services, you agree to accept these inherent risks associated with automotive restoration.

6. Gyeon Paint Protection Film (PPF) Disclaimers

PPF is designed for **protection**, not perfection.

- **GYEON PPF Infinite Warranty:** Our Infinite Warranty gives you the freedom to choose how long your warranty lasts. If you choose DIY maintenance, it will last for 7 years. If you choose professional maintenance with us, it will last for as long as you own your car. Gyeon warrants that all of its PPF films will remain free of material defects (yellowing, bubbling, and cracking) for the duration of the defined warranty periods, and will not lose their repellency or gloss for at least 2 years. The warranty is void if you mistreat the film.
- **Installation Realities & Coverage:** We try our best to offer pre-cut sheets of Gyeon PPF. However, if a specific design is unavailable (especially for older or modified cars), we use high-quality bulk Gyeon PPF. Our experienced installers will precisely trim and customize the bulk film. During installation, a very few bits of dust or debris may occasionally settle under the film.
- **Smart Repairs:** Any pre-existing smart paint repairs can lift or peel during PPF installation. This is entirely at your own risk.

- **Drying Process & Bubbles:** Solution bubbles under the film will disappear over time. This drying process takes around 3–4 weeks in summer and 6–8 weeks in winter. During this time, you might notice some corners peel or lift. This is a completely normal process, and any necessary edge adjustments will be rectified by us during your 30-day health check.
- **Mandatory 30-Day Health Check & Defect Replacement:** To ensure the film has cured properly, the vehicle must be returned to us 30 days post-installation for a mandatory health check and decontamination wash. Please note that this wash is a chargeable service. If the PPF has noticeable installation defects (very unlikely), we will replace the panel free of charge. **This free panel replacement guarantee applies strictly and only during this 30-day inspection.**
- **Ceramic Coating Add-on:** The PPF we install does not come with a pre-installed ceramic coating. A dedicated ceramic coating can be applied over the PPF as an optional add-on.
- **Aftercare:** The vehicle **must not be washed in the first 14 days**, as this could compromise the film's integrity. Automatic and hand car washes can damage the film and will void the warranty.
- **PPF Payment Policy:** To secure a PPF installation, the price of the film must be paid in full upfront. This is non-refundable once the PPF is ordered.

7. Gyeon Infinite Ceramic Coating Disclaimers

The ceramic coating applied to your vehicle by our certified team is from GYEON QUARTZ, one of the most respected detailing suppliers in the world, offering the highest quality protection on the market today.

- **Aids Protection From:** Bird muck damaging the paint quickly; heavy contaminants clinging to the paint; UV rays from the sun; dirt/flies becoming baked onto the paint; and light surface swirls caused by washing.
- **Coating Benefits:** Extreme water beading; excellent self-cleaning properties; high gloss, long-lasting shine; vehicles staying cleaner for longer; and repelling dirt and contaminants.
- **Limitations:** A ceramic coating is not designed to deflect stone chips. It bonds directly to the paint, meaning it will slowly wear out over years, but it will never peel.
- **Aftercare & Warranty:** The vehicle **must not be washed during the 14-day hardening process**, as this compromises the coating's integrity. If the vehicle is regularly washed at a roadside car wash, or if bird muck is left on the car for over 7 days, the coating and warranty may be compromised. Every coating must be professionally serviced every **24 months or 15,000 miles** to maintain the warranty, although **we highly recommend booking a maintenance service with us yearly** to ensure peak performance and optimal longevity.

8. Liability and Insurance

- Vehicles are left at our premises entirely at your own risk. While we take all reasonable precautions to protect your vehicle, we cannot be held responsible for damages not caused by our negligence.
- You must ensure your vehicle is adequately insured for the duration of its time at our facility.
- **Electrical and Mechanical Faults:** Modern vehicles contain complex electronic systems. Lux Lab Detailers is not liable for pre-existing mechanical or electrical faults, or for natural battery drain that occurs during normal detailing procedures (e.g., doors remaining open for interior work). Customers must declare any known immobilisers, alarms, or sensitive electronics prior to service.

9. Your Legal Rights & Disputes

- **24-Hour Inspection Window:** Customers are required to thoroughly inspect their vehicle upon collection. Any visual defects, missing items, or service complaints must be formally reported to us within 24 hours of the vehicle leaving our premises. Claims regarding visual damage or service quality made outside of this window may not be accepted.
- Under the Consumer Rights Act 2015, consumers are entitled to repairs, replacements, or refunds for issues within six months, if applicable, and compensation if negligence on our part causes damage to your vehicle.
- For business customers, liability is limited to the value of the service provided unless otherwise required by law.
- We strive to resolve disputes amicably. If unresolved, you may use Alternative Dispute Resolution (ADR) services or pursue claims in the UK courts. These terms are governed by the laws of England and Wales.