



# TERMS AND CONDITIONS

## DEAR VALUED CUSTOMERS,

When you book online with Matvac Detailing, you should read and agree to the terms and conditions prior to making a booking. Once an appointment has been made, you are bound under these terms and conditions.

### *Terms and conditions*

- Customers should remove all personal belongings, money, and other valuable items from the vehicle prior to any type of detailing.
- Matvac Detailing reserves the right to apply a surcharge to all jobs that involve excessive pet hair, urine, vomit, blood, flood traces, feces, or other hazardous materials.
- Additional transportation charges will apply for places beyond 20 kilometers from Seremban to cover for transportation cost.
- Our detailing times are an estimate only. Each vehicle is different and may require more or less time to fulfill depending on the conditions of the vehicle.
- If there is clear evidence of poor craftsmanship or omission of the package as ordered by the detailer, we will at our cost redo the uncompleted or unsatisfactory portion of the service free of charge.

### *Cancellation policy*

- All cancellation should be made 3 days before the booking date.
- An amount of RM 10.00 will apply as a cancellation fee.
- Any cancellation within 3 days from the booking date, will incur a 50% charge of the booking fee.
- Any cancellations within 24 hours from the booking date, will incur 80% of the booking fee.
- Any refund of the booking fee if applicable, will take 7 working days.