

Auto Spa Service Satisfaction Guarantee & Service Policy

Our Commitment to You

At Auto Spa, our goal is simple: to provide every customer with a professional, high-quality vehicle cleaning experience.

We take great pride in our work, and while every vehicle is cleaned with care and attention, we understand that, on occasion, something may be missed. If that happens, we are committed to making it right.

Your satisfaction is important to us, and we will always make every reasonable effort to resolve any workmanship-related concerns.

Express Services

Our Express Services include Exterior Washes and Express Interior Detailing, which are designed to provide a thorough maintenance clean within a limited service time.

Before your vehicle leaves our facility, our Quality Control team performs a final inspection. If any areas require additional attention, our detailers will immediately address them before your vehicle is returned to you.

We encourage customers to inspect their vehicle before leaving the premises whenever possible.

If you notice a workmanship-related concern after leaving, please contact us as soon as possible. We may request photographs of the concern and will gladly arrange a convenient time for you to return so we can inspect and correct any missed areas at no additional charge.

Fine Detailing Services

Fine Detailing is a comprehensive cleaning service that is customized to each vehicle based on its condition.

Before work begins, one of our Detail Managers will:

- Inspect the vehicle with you
- Discuss your expectations
- Explain what results can reasonably be achieved
- Provide an estimate for the work required
- Obtain your approval before any work begins

Once the service has been completed, we encourage customers to inspect the vehicle with the Detail Manager before leaving.

If you notice a workmanship-related concern after taking your vehicle home, simply contact us. We may ask for photographs and will schedule a convenient time for you to return so that we can inspect and rectify the concern at no additional cost.

Our Satisfaction Guarantee

If our workmanship does not meet our usual standards, we will make every reasonable effort to correct the issue.

This may include:

- Additional cleaning
- Touch-up detailing
- Re-cleaning affected areas
- Re-inspection by management

We believe in correcting mistakes promptly and professionally.

Refund Policy

Because vehicle detailing and cleaning services are completed immediately and cannot be returned once performed, Auto Spa does not provide refunds for completed services.

Instead, we proudly stand behind our work by offering every customer the opportunity to have any legitimate workmanship-related concerns inspected and corrected at no additional charge.

We ask that customers allow us a reasonable opportunity to inspect and rectify any concerns before requesting any other remedy.

Reporting a Concern

To help us resolve any issue quickly, please:

- Contact us as soon as reasonably possible after the service.
- Provide photographs if requested.
- Avoid cleaning or altering the affected area before inspection where possible.
- Return the vehicle at a mutually convenient time for inspection and correction.

Our team will always work with you to resolve genuine workmanship concerns fairly and professionally.

Service Expectations

Vehicle detailing significantly improves the appearance and cleanliness of your vehicle. However, some conditions cannot be completely corrected through cleaning alone.

Our services may not completely remove:

- Permanent stains
- Dye transfer
- Paint damage
- Etching
- Scratches
- Rock chips
- Rust
- Oxidation
- Permanent odours
- Mold damage
- Pet hair embedded deep within upholstery or carpeting
- Excessive staining caused by age or previous neglect
- Damage resulting from aftermarket accessories or prior repairs

Where limitations exist, our staff will discuss these with you before beginning the service whenever reasonably possible.

Additional Charges

Some vehicles require substantially more labour than others.

Additional charges may apply for vehicles with:

- Excessive pet hair
- Heavy sand or mud
- Excessive food or beverage spills
- Biohazards
- Excessive garbage
- Bodily fluids

- Excessive mold or mildew
- Construction debris
- Severe interior contamination

Whenever possible, these additional charges will be discussed and approved before work begins.

Customer Responsibilities

Customers are responsible for:

- Removing valuable personal belongings before service.
 - Advising us of any pre-existing damage or concerns.
 - Reporting workmanship-related concerns promptly.
 - Allowing Auto Spa a reasonable opportunity to inspect and correct any concerns before seeking alternative remedies.
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Our Promise

Our reputation has been built on quality workmanship, honesty, and exceptional customer service.

If we make a mistake, we'll own it.

If something was missed, we'll fix it.

Our goal is not simply to clean vehicles—it's to earn your trust and keep you coming back.