

TERMS AND CONDITIONS / DISCLAIMER / POLICIES

TERMS OF USE (Mobile detailing & in house)

CANCELLATIONS:

- Appointments must be canceled 24 hours before (weather conditions excluded) scheduled time or a \$35.00 missed appointment fee will be charged. If we travel on site and you cancel your appointment at that time, there is an additional \$15.00 charge.

LATE FEES:

- If a customer is more than 15 minutes late for their appointment, we charge \$1/minute wait time (including the first 15 minutes) after the first 15 minutes. We only do this because it costs us money to wait (IE: paying our Detailers, missed opportunity cost on other appointments, etc.) This is only applicable during your appointment window time and not if our Detailer is early. (Please call if there is a reason you are late, we are understanding)

***Your scheduled appointment is not a consultation, a service is intended to be given.



DETAILING DISCLAIMER:

- We offer a satisfaction guarantee. If you are not satisfied with the services please make a claim within 3 days of the invoice date and we will do everything we can to fix the problem.
- As we all know vehicles/vessels sometimes acquire certain stains or defects that cannot be removed with any product (interior and exterior). We do our absolute best to remove these defects without causing any damage to the vehicle/vessel by doing so.
- We ensure the utmost precautions with every vehicle/vessel. We try to become aware of any issue the vehicle/vessel may be having prior to detailing to ensure it problem was not caused by us. All of our services are performed professionally and all precautions are for taken to ensure we do not cause damage to the vehicle/vessel while in our care. Our methods of cleaning will not cause damage to the vehicles/vessels performance, engine, or electrical of the unit. (Please forewarn us of any issues the vehicle/vessel may be having prior to us detailing)
- For vessels: During our 3M-gel coat restoration process for severely oxidized boats we do everything in our power to restore the boat to its original condition or better. As we all know boats are exposed to almost every element the weather has to offer whether it's in a slip for the summer or stored in a yard. Watercraft neglect or irregular gel coat restoration without proper wax for long enough can make the original appearance very hard to bring back to perfect condition. We always make the boats look the best they can and in our personal opinion we are the best at doing what we do. NO MATTER how oxidized a boat is we can always make it look BETTER.

- When applying our specials or discounts we apply ONE of the biggest discounts APPLICABLE to your invoice. (Please refer to our specials/discounts page)

SERVICES DISCLAIMER:

- We offer a satisfaction guarantee. If you are not satisfied with the services please make a claim within 3 days of the invoice date and we will do everything we can to fix the problem.
- ALL services are final.

SPECIAL ORDERS / PRE ORDERS:

*Special/pre orders are NOT refundable

As for accessories that are special orders/pre-orders due to special colors or your specific needs we require deposits. Merchandise must be picked up within a 30-day period after we (OCD) receive your order and contact you. After that point the deposit is non-refundable due to handling.

PRICING:

One Choice Detailing has the right to change the prices for products or services at anytime without notice.



HID/LED & ACCESSORIES

We at One Choice Detailing always strive to achieve 100% Customer Satisfaction! In a very rare circumstance, we may ship the wrong order to a customer (different from the order they placed) or even more uncommon, we may ship bulbs that are damaged or inoperable. In these extremely rare situations, an immediate return is granted. The customer must first contact our sales department. via email at onechoicedetailing@yahoo.com. We ask that the customer give a detailed description of the reason a return is necessary, as well as the customers contact information (phone number!). A sales representative will then contact the customer with detailed return instructions, as well as the return address, which is different than our shipping address. We send all returns to our warehouse inventory staff for bulb testing, this address will be given to the customer during the sales representative call back, after we receive the initial email from the customer. When a return is deemed necessary and acceptable, our staff will do everything possible to rectify the situation as expeditiously as possible. Please know that we DO NOT ship a 2nd pair of bulbs (or any items) until we have received the defective or wrong pair at our location. We understand this procedure can be frustrating for a customer with a burnt out headlight, but is necessary to protect us from fraudulent claims of defective products. All claims of defective (inoperable) bulbs, Kits or LED lights must first be tested before the replacement merchandise is shipped. All merchandise (bulbs etc.) is logged with a Digital picture and recording of serial number before shipping. This protects our company from fraudulent claims of defective products. We compare all returns with the "shipping pictures" taken on the day the item initially shipped.

Please understand that One Choice Detailing does not accept returns from customers "inadvertently" ordering the wrong item. It is the "customers" responsibility" to know or learn the type of HID Bulbs (as well as Conversion Kit etc.) there vehicle does or does not take BEFORE placing their order. One Choice Detailing does not accept responsibility for the type of bulbs or items that a customer orders. All sales are "Final." Returns will also not be accepted for merchandise damaged during installation. Professional install is required for all One Choice Detailing merchandise!

*If bulbs are deemed defective at install, please include the name, location and business (contact phone number) of the Professional Installer in the initial return request email. Due to numerous past fraudulent claims, One Choice Detailing verifies all claims of defective items during install with the Business (Dealership etc.) that conducted the installation.

Returns are not granted for customers who simply change their mind after the sale is placed, However if a customer is not happy with the shade of bulb they selected, they can send an email to onechoicedetailing@yahoo.com explaining their situation. While the original bulbs will not be returned (once shipped, we can never re-sell merchandise) One Choice Detailing "may" issue a discount off an additional pair of bulbs.

Unfortunately our "Return Policy" has evolved over the years to a more rigid stance due to the numerous attempts at fraudulent claims. We realize the majority of our customers are honest and want them to understand, should we make an error and ship the wrong bulbs, or an item shipped is defective, we will do everything to quickly rectify the situation. Thank You!

We highly recommend professional installation. Problems you may encounter while installing the products if you are not familiar with doing so are blown fuses, hooking up connections backwards or improper installation of the bulb itself. Please make sure not to touch the HID bulb because the oil from your fingers can highly affect the lasting life of the bulb itself.

***Not ALL HID kits will work properly in every car. Some newer vehicles may require additional accessories and or modifications for the HID kit to function properly. You are responsible for all necessarily hardware/ modification part(s) and or additional accessories. OCD will only provide advice(s) and or opinion(s). OCD does not guaranty nor will be liable for any customer error(s)/ installation or modification(s) for HID's to function properly on vehicle(s). OCD recommends professional installation(s).

WARRANTY: HID/LED products come with a 6-month manufacture limited warranty

- Defective items are immediately replaced as long as we have it in stock.
- We do not offer warranties for products purchased to install with other products that were not purchased through OCD.
- DO NOT remove white tags on HID kits it will void warranty.
- If you have a defective item please use process of elimination to figure out if it is a bad ballast or bulb. Next please cut the wires with a clear view of the full product along with any numbers or item code. We need the numbers on the white tag in the picture so please include them. We immediately swap out defective items as long as we have them in stock.

RETURN(S) HID/LED:

ALL authorized return merchandise must be unused / uninstalled and in its original packaging. We cannot re-sell used merchandise so we DO NOT accept returns or exchanges that show signs of having been installed, modified, mounted, scratched or defaced in any form.

- No returns or refunds on ALL electrical products, exchange basis only.
- 30% re-stocking/handling fee.
- No returns accepted after 14 days of invoice.
- OCD does not accept returns for ordering wrong parts or accessories. It is the purchaser's responsibility to know what part or accessory is required for their vehicle.
- We do not accept returns for merchandise damaged during installation. All products require professional installation.
- All sales are final.
- We do not accept returns for kits that may not work properly on certain vehicles, most of the time it is an underlying issue. It is your responsibility to research ahead of time to ensure you have all parts needed for proper installation. (we are happy to apply our knowledge to assist your questions)
- Shipping charges are non-refundable.
- OCD has the right to deny an returns, refunds or exchanges.

SPECIAL ORDERS / PRE ORDERS: *Special/Pre orders are NOT refundable

As for accessories that are special orders/pre-orders due to special colors or your specific needs we require deposits. Merchandise must be picked up within a 30-day period after we (OCD) receive your order and contact you. After that point the deposit is non-refundable due to handling.

PRICING:

One Choice Detailing has the right to change the prices for products or services at anytime without notice.

DISCLAIMER:

- One Choice Detailing and its affiliates are not held liable for defective kits that may cause damage to the vehicle. Please make sure if you are installing that all components are properly installed.
- OCD is not liable for improperly installed merchandise.

COMMON TROUBLESHOOTING LIST HID & LED: (please check)

- Blown Fuse
- Switch around connection (might be plugged in backwards)
- FLICKER - you may need digital ballasts, capacitors, or a relay harness.
- Bi-Xenon kits may require the wire harness prongs to be switched (this is for the Lo and Hi beams to work properly)
- Bi-Xenon: remove fuse from headlight that does not have a bulb or wire harness plugged into the vehicles wire harness.
- Make sure everything is properly connected and hooked up correctly (consult the installation guide if applicable also YouTube and Google are very helpful)
- LED's - If bulb does not turn on please turn the bulb 180 degrees and re-install
- Note; We are happy to answer all troubleshooting questions you may have but we may not have all the answers because of the variety of situations that may arise from different vehicles.

Please make sure you take these troubleshooting steps to eliminate the fact of a bulb or ballast being defective. We are always more than happy to take a look for you ourselves, but if we come across it being one of these issues and not a defective product we have to charge for our time in figuring out the problem.

LEGAL DISCLAIMER

The use or install of modify components/ products may affect your vehicle's warranty. Installation of products purchased from One Choice Detailing LLC may not be legal at where you operate or to be driven on the street. It is your sole responsibility, to comply with federal, state and local laws and regulations before installation. Extreme caution is required when test-driving a newly modified vehicle. One Choice Detailing and its affiliates assume no responsibility and/or liabilities, that arise/results of claim(s) from the use of products purchased from One Choice Detailing, regardless of whether or not the product has any direct or indirect involvement and/or whether or not the product has been properly installed. The installer(s), and/or person attempting to install or use the product, will assume all risk, injury, and any and all responsibilities and liabilities for the product, whether to person(s), properties, and/or other person(s). Purchase, resale, use and/or installation of products purchased from One Choice Detailing are an act of acknowledgment of the terms, conditions, and policies state herein.

***By signing below you are accepting the term and condition and have reviewed our policy.

I accept terms and conditions

E - Signature:

IF applicable initial for permission to charge CC or similar form of payment

*Please use the signature icon on the display bar above to access Facetime Signature

