



7202 Lockport Pl, C, Lorton, VA 22079

+1 -703-552-2598

info@barcroftautodetailing.com

www.barcroftautodetailing.com

Barcroft Auto Detailing - Service Expectations

Thank you for choosing Barcroft Auto Detailing for your Detailing, Paint correction, and Coating service. To ensure transparency and satisfaction this document outlines important expectations and details regarding your service. Hiring us constitutes your agreement to this document.

Purpose of Detailing:

Our detailing services are designed to:

Restore and preserve the appearance of your vehicle's interior and exterior.

Enhance protection against environmental contaminants such as UV rays, dirt, road salt, and oxidation.

Maintain vehicle value by preventing long-term wear, fading, and deterioration.

Improve comfort and cleanliness through deep interior sanitation and stain removal.

Provide long-lasting shine and clarity using industry-standard methods, tools, and chemicals.

Deliver a premium, professional service tailored to the specific needs of each vehicle.

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Pre-Exsisting Paint Conditions:

Barcroft Auto Detailing is not responsible for any issues that were already on the vehicle before service. This includes:

- Scratches, swirl marks, oxidation, fading, and clear coat failure
- Rock chips, dents, or previous paint repairs
- Water spots or stains that cannot be fully removed
- Interior stains that are too deep or old to lift completely
- Wear and damage caused by age, such as cracked leather, brittle plastics, or faded trim
- Engine/Electronic issues

Some defects may become more visible after a proper cleaning. Full removal or repair of these issues is **not guaranteed and** may require additional services.



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Electrical Component Disclaimer

Barcroft Auto Detailing is **not responsible** for damage to any electrical components during the detailing process. This includes, but is not limited to:

- Sensors, wiring, connectors, and control modules
- Infotainment systems, dashboard electronics, and interior lighting
- Any exposed or improperly sealed electrical parts

Water, steam, or cleaning solutions may cause damage if electrical components are worn, exposed, or improperly sealed. Customers acknowledge that detailing may **increase visibility of pre-existing issues** but **does not guarantee protection or repair** of electrical systems.

1-Day Service Guarantee

Barcroft Auto Detailing stands behind the quality of our work. If you notice any **issues related to our detailing service within 1 day** of your appointment, we will return to **address the problem at no additional cost**.

This guarantee covers:

- Missed spots or areas that were not properly cleaned
- Minor detailing imperfections directly caused by our service

Exclusions:

- Pre-existing paint defects, stains, or vehicle damage
- Issues caused by normal wear, age, or improper vehicle maintenance
- Damage to electrical, engine, or other components unrelated to our cleaning process

To schedule a return visit under this guarantee, please **contact us within 1 day** of your service.



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Chargebacks & Disputes:

By using Barcroft Auto Detailing's services, the customer agrees to resolve any payment issues **directly with the company** before initiating a chargeback or dispute through their bank or payment provider.

- **Unauthorized chargebacks** or disputes may result in the customer being **liable for all fees, costs, and damages incurred** by Barcroft Auto Detailing.
- All requests for refunds, service corrections, or complaints must be submitted **within 24 hours** of the service.
- Barcroft Auto Detailing reserves the right to **deny refunds or service corrections** if a chargeback or dispute is filed before contacting the company.

This policy is in place to ensure **fair resolution for both parties** and to maintain the integrity of our services.

Contact Information:

Barcroft Auto Detailing

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