

Terms and conditions / Terms of trade

To be agreed upon prior to undertaking the job.

1. We reserve the right to refuse service to anyone we consider rude, offensive, unreasonable, untrustworthy or seemingly intent on harming our company.
2. We have a Late Cancellation, Rescheduling & No-Show policy. Please inform us at least 24 hours prior to the vehicle arrival time, otherwise there will be a 10% fee for new customers and 5% fee for reoccurring customers of the total job costs. We roster our employees based on the bookings we have & by having a cancellation, reschedule or no-show this will result in unproductive wages and an empty spot that could have otherwise be filled by someone else.
3. Our more specialized services will take days/weeks to complete. We do our best to be accurate as to the completion time but be aware there may be overtime mostly due to circumstances out of our own control. We will inform you if the job will take longer.
4. We take no responsibility for any mechanical, electrical, structural or cosmetic damage for vehicles, unless we are fully aware that the damage has been caused by us. Vehicles are made of thousands of various parts that may fail sooner or later. If an issue is to occur while in our care, doesn't necessarily mean we did anything different than what we would normally do to cause the issue, but simply wear and tear / a fault that was timed to happen regardless. We do not have the time or resources to check and inspect the parts out of which the car is made to ensure it is all working properly prior to undertaking the job & due to some people bringing their cars in with certain faults before we received the vehicle, but blaming Iconic Car Care after, we require customer's full consent prior to booking and working on the job.
5. On rare occasions, extra charges may apply without customer's consent (extra mud removal, extra tar removal, deep scratches, challenging pet hair removal, large amount of possession removal, extra compartments, etc.) The extra charges incurred should never amount to more than a 30% of the total from the last quote.
6. Vehicles / Products must be paid on collection / when ordered, unless previously discussed.
7. 7 Days account available for reoccurring companies only & if previously discussed. No 20th of the following month available unless it is for a large Iconic Car Care customer.
8. Quotes in store are free. Traveling to quote a vehicle in town is a \$15 flat fee (includes travel fee). This fee is cancelled if the vehicle is booked in as a result of the quote.
9. Travel (for pick up / drop off) is \$5 per 5 minutes' drive per person.
10. Vehicles left in our shop for longer than 3 working days over the agreed pick-up date will incur a \$15 fee per day, unless otherwise discussed.
11. Credit Card available for a 3% total surcharge