



Refund Policy – K & L Car Valeting Services

Customer satisfaction is important to us. If you are not happy with any part of your valet, please let us know within 24 hours of the service.



Eligibility for Refunds or Re-Cleaning

We may offer a partial refund or a free re-clean if:

- The issue is directly related to the service provided
- You report the problem within 24 hours
- You provide photos or allow us to inspect the vehicle



Non-Refundable Situations

Refunds will not be issued if:

- The vehicle was excessively dirty beyond the level booked (e.g., pet hair, mould, heavy staining)
- The customer booked the wrong service level
- Issues arise after the valet due to new dirt, weather, or normal use
- The customer did not disclose important information (e.g., damaged trim, electrical issues, leaks)



Re-Cleaning Option

If something has been missed, we will happily return to correct it at no extra cost, provided the issue is reported within 24 hours.



Additional Notes

- Vans and larger vehicles may incur extra charges
- Refunds are issued at the discretion of management