Diego Auto Care LLC

Customer Service Agreement

DAC-2026-11-v2

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1. CLEANING SERVICES AND PRICING

Residential carpet cleaning is $50 per standard room up to 200 square feet. A $99 minimum service charge applies to each residential visit. For four or more qualifying standard rooms cleaned during the same visit, the package price is $45 per room for all qualifying rooms. Rooms larger than 200 square feet and other nonstandard areas are quoted based on their size and scope.

Published upholstery starting prices are: loveseat $79, sofa $99, sectional $169, mattress $59, and office chairs from $15 each for qualifying bulk jobs. Final upholstery pricing depends on item size, quantity, material, condition and the work requested. Website prices are starting prices unless a written quotation confirms a fixed price.

Commercial carpet and upholstery work is quoted individually based on area, condition, access and cleaning requirements. The written quotation states the services and final price.

Only the surfaces, furniture and items listed in the quotation are included. Permanent stains, discoloration, wear, tears and some odors may remain. We do not promise complete allergen removal, disinfection, mold remediation or pest removal. We may decline unsafe or unsuitable work and will disclose visible limitations before starting. Upholstery must dry fully before use or replacing covers or bedding; drying time varies. Follow any product-specific aftercare instructions and provide ventilation.

2. HEADLIGHT RESTORATION

Headlight restoration starts at $70 per pair. Suitable exterior plastic lenses are sanded, polished and protected against UV. Restoration does not repair cracks, internal moisture, reflectors, bulbs, electrical faults or internal deterioration. Results and coating lifespan vary; factory-new appearance or a fixed lifespan is not guaranteed. Allow protection to cure as instructed and avoid abrasive cleaning that removes it.

3. WEBSITE AND APPLICATION DEVELOPMENT

Only the deliverables, features, platforms and services listed in the accepted quotation and written project notes are included. Before work begins, the quotation or project notes should identify the scope, estimated timeline, milestones, revision allowance, acceptance criteria, payment schedule and any ongoing support. Changes to the agreed scope require written approval of the revised work and price before additional work starts.

Hosting, domains, email, payment processing, licenses and other third-party costs are included only when expressly listed. The customer supplies accurate content and confirms permission to use submitted images, trademarks and other materials. Credentials and private information must be shared securely. Source-code access, ownership or usage rights, administrator access and handover items are those stated in the accepted quotation or project notes. Hosting, backups, maintenance, security monitoring and future updates are included only when expressly agreed. A website or application cannot be guaranteed to remain uninterrupted or immune to every security incident.

SERVICE AND PRICE CONFIRMATION

We confirm the services, items, quantities, scope and price in a written quotation before work starts. Any additional work or charge requires your approval first. A website request is not a confirmed appointment and does not mean you have accepted a final price. Applicable sales tax is itemized on taxable cleaning service lines in the quotation.

SATISFACTION AND REFUNDS

Contact us within seven calendar days about a concern with the agreed service, preferably with your receipt or job number. Photos are optional. We review the concern and, where appropriate, offer one correction at no charge. If a correction is unavailable or does not resolve the service problem, we refund the amount paid for the affected service; if the entire affected service is unsatisfactory, its full price is refunded. For development work, the affected amount is based on the documented scope, work delivered and payments made. Unrelated satisfactory services are not automatically refunded. Applicable tax attributable to a refund is handled as required by law. Approved refunds are initiated within five business days, normally to the original payment method; provider processing may take longer.

EXCLUSIONS AND DAMAGE

New dirt, spills, accidents, damage by another provider, failure to follow supplied care instructions and permanent defects disclosed and accepted before work are outside the voluntary satisfaction guarantee. These exclusions do not excuse poor workmanship or damage caused by us. The seven-day reporting period does not restrict statutory rights or liability for damage. Report suspected damage promptly so we can inspect it. We investigate and arrange an appropriate resolution, involving our insurer when needed. Inspection or a signature does not waive legal rights.

CANCELLATION

Before work starts, you may cancel without a service charge; advance payments for unperformed work are refunded. If we cannot provide service, you may choose rescheduling or a refund. If cancellation occurs after work begins, only completed, authorized work and any agreed nonrecoverable third-party costs may be charged, subject to applicable legal cancellation rights. Legally required deadlines and notices take priority. Any required off-premises sales cancellation notice is provided separately where applicable.

ACCESS, PERMISSION AND PRIVACY

Confirm that you have authority to approve the work, provide a safe and permitted work area, disclose known damage and relevant care instructions, and remove valuables. Water and power arrangements and permission to move a vehicle must be agreed separately. Contact details are used for service communications, scheduling, payment and records. Permission for job-documentation photos is separate from optional advertising permission. Refusing marketing permission does not affect service or refunds.

YOUR RIGHTS AND REFUND REQUESTS

These terms do not waive rights under applicable law. Call 817-743-5062 or email info@diegoautocare.com with your name, job or receipt reference and concern.