



POLAR DRY ICE CLEANING LIMITED – TERMS AND CONDITIONS CAR CLEANING

Welcome to Polar Dry Ice Cleaning Limited! We're dedicated to delivering the highest quality service to our clients. Before you utilise our services, it's essential to carefully review the following terms and conditions. By utilising our services, you agree to abide by these terms and conditions.

Vehicle Cleaning including engine, gearbox, ancillaries, underbody etc:

Cleaning vehicles often involves a customised cleaning plan. This will depend on the items to be cleaned, typically the underside of vehicles to remove dirt, grime or underseal and engines, gearboxes and other items that could be covered in oil, grease, dirt and road grime.

It is important to note that the final appearance of the finished item may vary and that dry ice blasting is not designed to remove rust, this will need another process to remove this rust, although often, it can be effective on light surface rust.

Prior to our arrival, removal of items can be helpful, and protecting of other areas in the workshop should be undertaken. Failure to do so will be at entirely your own risk. During blasting, large amounts of dust will be created and the majority of this will fall to the floor and be swept up and removed by our operatives. Following our departure, small particles of dust may continue to fall so leaving dust coverings as long is possible is recommended. We will not be liable for any damage to other vehicles or items in the workshop that are damaged by dust following our process.

Deposits

All bookings require an agreed deposit in advance at time of booking. Dry ice media is made to order and therefore non-refundable. Bookings will only be confirmed once deposit invoice has been paid.

Cancellations

A minimum of 72 hours notice is required for cancellation due to the ordering of dry ice media. Failure to cancel within 72 hours will result in loss of deposit. When cancellation is made within 48 hours, you will be liable for the full charges.

Quotations

All quotations are estimated based on the information provided by you. Final pricing is subject to the confirmed condition of the vehicle/equipment to be cleaned, level of contamination and time and materials required to complete the work. If the condition differs from what was described, we reserve the right to revise the quotation and pause work until approval is given.

Scope of work

Services are limited to those noted in the quotation which were agreed at the time of booking. Any additional work will be charged separately. Dry ice cleaning does not guarantee complete removal of all contaminants and may expose underlying damage, corrosion or defects.

Vehicle/equipment condition and disclosure

The customer must disclose any:

- Existing damage
- Weak, corroded or fragile components
- Electrical faults or modifications

We are not liable for damage resulting from:

- Pre-existing conditions
- Undisclosed defects
- Normal deterioration revealed during cleaning

Fragile and high-risk components

Dry ice cleaning may affect:

- Aged plastics and trims
- Seals, coatings and previously repaired areas
- Vintage, modified or vehicles with corrosion

All work is carried out entirely at the customers risk.

Polar Dry Ice Cleaning Limited is not liable for any loss or damage to any items left in the vehicle and we recommend that these are removed prior to our arrival.

We will always take reasonable care of your vehicle/equipment when it is in our possession. However, we are not liable for pre-existing damage becoming visible, mechanical or electrical failures, damage caused by hidden defects, third party interference and events beyond our control (weather, fire etc).

Limitation of Liability

To the fullest extent permitted by Law:

We are not liable for:

- Loss of use
- Loss of earnings or business
- Indirect or consequential losses

Insurance

- Your vehicle/equipment remains your responsibility to insure at all times
- The company does not provide insurance cover for vehicles on site

Photographic media

Polar Dry Ice Cleaning Limited take photos of our work before, during and after. These are held centrally for documenting the process, quality control and liability protection. In certain cases, these images will be used for our social media across various platforms. Please state if you do not wish this to happen. We will always remove any identifying marks such as registration plates and VIN numbers for vehicles.

Access and Site Conditions (Mobile Services)

Where work is carried out at the Customer's premises the Customer must provide a safe working environment, adequate access and space and suitable ventilation and lighting. We reserve the right to refuse or stop work if conditions are unsafe or unsuitable.

Health and Safety

Dry ice cleaning involves high pressure equipment and hazardous materials and customers and third parties must remain a minimum of 10 meters away during the operation. If there are members of the public who have access to the area, a physical barrier will be erected. No unauthorised persons are permitted in work areas. The company accepts no liability for injury caused by failure to follow these instructions. Further detailed Health and Safety considerations are detailed in our contract specific risk assessment document.

Payment terms

Please refer to our standard terms and conditions for payment terms.

Agreement

By booking our services, the customer has confirmed that they have read and understood these terms and conditions and those detailed in our standard terms and

conditions, that they have accepted the risks associated with this process and they agree to be bound by this agreement.

Sign off

On completion of the works, our team leader will require the client to inspect the completed works and to sign off as completed. This is your acceptance to pay the invoice in full upon completion without delay. Payment of our invoice does not solely depend on physical sign off.

We do however expect the client to inspect the works during the cleaning process and to raise any queries with the on site team.

If you have any questions or concerns regarding these terms and conditions, please do not hesitate to contact us.

Thank you for choosing Polar Dry Ice Cleaning Limited.