



Terms and Conditions

At MH Customs we always aim to provide the highest level of service. Our Terms and Conditions are here to provide protection for both company and customer.

Wrapping and Vinyl Graphic Removal

When making a booking

- Customers should guarantee a safe and spacious workspace is available to complete the work agreed. (For internal work, rubbish and personal belongings **MUST** be removed or sur charges may apply)
- MH Customs will not accept liability for any loss or damage to personal belongings left in the work area.
- MH Customs will not accept liability for damage to vehicle from weak paintwork due to previous known or unknown damage or repair jobs.
- Booking times agreed upon booking are only an estimate and may change. MH Customs aim to let you know ASAP.
- We reserve the right to alter or move a booking in line with weather conditions and/or machinery or equipment failure.
- All work is carried out at the customers own risk.
- MH Customs reserve the right to refuse or deny any work.
- MH Customs will not tolerate any verbal or physical abuse towards any of its staff under any circumstances and will take the relevant actions should any such behaviours be encountered.
- The customer agrees to **ALL** the terms and conditions.

Pricing

- MH Customs reserve the right to request a deposit to be paid before booking in any work.
- MH Customs reserve the right to charge an hourly rate of £30.00 for any work that is not within the boundaries of the original quote/booking.
- MH Customs reserve the right to amend the price of any work at any time if the work differs from the original estimate.
- Any service may be asked to be secured in full prior to arrival of MH Customs. (See cancelations policy)
- MH Customs reserves the right to charge according to the condition of the work being carried out and its location.
- Quotes are an estimate only and should be used as a guide only and not a guarantee, MH Customs hold the right to alter the price before completion of the work. (We will inform the customer at the earliest convenience.)

Payments

- Payments can be made via Cash or Bank Transfer.
- Payments are due on completion of work unless agreed otherwise.
- Invoices are due on date of issue. After 7 days a late payment fee will be applied of up to 10% of original invoice total.

Our service

- We may ask you where you heard about MH Customs in order to gauge our marketing strategies.
- MH Customs has public and employees liability insurance
- MH Customs is fully insured against any damages that may have been caused by us whilst being worked on by us.
- We will not be held responsible for any damages arising from ill fitting trim, loose or faulty parts, mirrors held on by tape or glue.

Cancelation of a booking

- We require 1 weeks' notice to cancel a booking with us.
- Failure to provide the correct notice will result in a minimum charge of 50% of the quoted price.
- MH Customs reserve the right to take full payment if the customer cancels on the day of the agreed works.
- MH Customs reserve the right to alter or amend a booking date or time without penalty but wherever possible will let the customer know at the earliest convenience.

Cabriolet Roof Treatments

When making a booking

- Customers should guarantee a safe and spacious workspace is available to complete the work agreed.
- MH Customs will not accept liability for any loss or damage to personal belongings left in the work area.
- Booking times agreed upon booking are only an estimate and may change. MH Customs aim to let you know ASAP.
- We reserve the right to alter or move a booking in line with weather conditions and/or machinery or equipment failure.
- All work is carried out at the customer's own risk.
- Customers should be aware that cleaning could highlight any existing issues hidden by dirt, MH Customs will not accept liability for any issues found through cleaning process.
- MH Customs reserve the right to refuse or deny any work.
- MH Customs will not tolerate any verbal or physical abuse towards any of its staff under any circumstances and will take the relevant actions should any such behaviours be encountered.
- The customer agrees to **ALL** the terms and conditions.

Pricing

- MH Customs reserve the right to request a deposit to be paid before booking in any work.
- MH Customs reserve the right to charge an hourly rate of £30.00 for any work that is not within the boundaries of the original quote/booking.
- MH Customs reserve the right to amend the price of any work at any time if the work differs from the original estimate.
- Any service may be asked to be secured in full prior to arrival of MH Customs. (See cancelations policy)
- MH Customs reserves the right to charge according to the condition of the work being carried out and its location.

- Quotes are an estimate only and should be used as a guide only and not a guarantee, MH Customs hold the right to alter the price before completion of the work. (We will inform the customer at the earliest convenience.)

Payments

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- Payments are due on completion of work unless agreed otherwise.
- Invoices are due on date of issue. After 7 days a late payment fee will be applied of up to 10% of original invoice total.

Our service

- We may ask you where you heard about MH Customs in order to gauge our marketing strategies.
- MH Customs has public and employees liability insurance
- MH Customs is fully insured against any damages that may have been caused by us whilst being worked on by us.
- We will not be held responsible for any damages arising from ill-fitting trim, loose or faulty parts, side mirrors held on by tape or glue, wear and tear marks from the roof folding.

Cancellation of a booking

- We require 1 weeks' notice to cancel a booking with us.
- Failure to provide the correct notice will result in a minimum charge of 50% of the quoted price.
- MH Customs reserve the right to take full payment if the customer cancels on the day of the agreed works.
- MH Customs reserve the right to alter or amend a booking date or time without penalty but wherever possible will let the customer know at the earliest convenience.

Alloy Wheel Protection Systems

When making a booking

- Customers should guarantee a safe and spacious workspace is available to complete the work agreed.
- MH Customs will not accept liability for any loss or damage to personal belongings left in the work area.
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- We reserve the right to alter or move a booking in line with weather conditions and/or machinery or equipment failure.
- All work is carried out at the customer's own risk.
- MH Customs reserve the right to refuse or deny any work.
- MH Customs will not tolerate any verbal or physical abuse towards any of its staff under any circumstances and will take the relevant actions should any such behaviours be encountered.
- The customer agrees to **ALL** the terms and conditions.

Pricing

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- MH Customs reserve the right to charge an hourly rate of £30.00 for any work that is not within the boundaries of the original quote/booking.
- MH Customs reserve the right to amend the price of any work at any time if the work differs from the original estimate.
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- MH Customs reserves the right to charge according to the condition of the work being carried out and its location.
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- Payments are due on completion of work unless agreed otherwise.
- Invoices are due on date of issue. After 7 days a late payment fee will be applied of up to 10% of original invoice total.

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- MH Customs has public and employees liability insurance
- MH Customs is fully insured against any damages that may have been caused by us whilst being worked on by us.
- We will not be held responsible for any damages arising from ill-fitting trim, loose or faulty parts, previous curb damage to wheels.

Cancelation of a booking

- We require 1 weeks' notice to cancel a booking with us.
- Failure to provide the correct notice will result in a minimum charge of 50% of the quoted price.
- MH Customs reserve the right to take full payment if the customer cancels on the day of the agreed works.
- MH Customs reserve the right to alter or amend a booking date or time without penalty but wherever possible will let the customer know at the earliest convenience.

Valeting

When making a booking

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- We reserve the right to alter or move a booking in line with weather conditions and/or machinery or equipment failure.
- All work is carried out at the customer's own risk.
- MH Customs reserve the right to refuse or deny any work.

- MH Customs will not tolerate any verbal or physical abuse towards any of its staff under any circumstances and will take the relevant actions should any such behaviours be encountered.
- The customer agrees to **ALL** the terms and conditions.

Pricing

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- MH Customs reserve the right to charge an hourly rate of £30.00 for any work that is not within the boundaries of the original quote/booking.
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- MH Customs is fully insured against any damages that may have been caused by us whilst being worked on by us.
- We will not be held responsible for any damages arising from ill-fitting trim, loose or faulty parts, door mirrors held on by tape or glue.

Cancelation of a booking

- We require 1 weeks' notice to cancel a booking with us.
- Failure to provide the correct notice will result in a minimum charge of 50% of the quoted price.
- MH Customs reserve the right to take full payment if the customer cancels on the day of the agreed works.
- MH Customs reserve the right to alter or amend a booking date or time without penalty but wherever possible will let the customer know at the earliest convenience.