



## Mobile Contracts

CUSTOMER INFO

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

VEHICLE INFO

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

VIN: \_\_\_\_\_ Mileage In: \_\_\_\_\_ Out: \_\_\_\_\_

Fuel Level: 

WORK ORDER INFO

Order #: \_\_\_\_\_ Date of Estimate: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Service Recommended: \_\_\_\_\_

Service Accepted: \_\_\_\_\_

Original Estimate: \$ \_\_\_\_\_ Detailer: \_\_\_\_\_

Completed Detail Total: \$ \_\_\_\_\_ Completion Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Signature of Approval: \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

*We strive to do our very best work for all of our customers. If you're pleased with the quality of our work please consider referring your friends, family, co-workers and car buddies by recommending us. Your recommendation for our services will be more powerful than any advertising we could ever purchase. Thank you for your business!*

**Remove Personal Items** - Please remove all personal items prior to your appointment. Although we will take the utmost care with anything left inside your vehicle, we cannot be held responsible for any personal items left behind.

**Child Seats** - Vehicle Owner Removes Child Seats – For liability reasons we cannot remove child seats.

**Pre-existing Defects** - By signing this Vehicle Inspection form the customer acknowledges the damage/defects identified and marked within as pre-existing and not hold the detailer responsible.

**TERMS** - This is an estimation of work to be completed by walk-around evaluation and is not binding if vehicle condition changes prior to scheduled appointment, or if more than 15 days has lapsed from date of estimate. This estimate may also change based on a more detailed examination immediately prior to start of repairs and will be discussed with customer prior to beginning work. This estimate is deemed completed and invoiced when "Signature of Approval" is signed by customer. Payment is expected upon completion of work unless other arrangements are agreed to in writing ahead of time.



**Just had your car detailed by a Pro?** - Now that your professional detailer has restored your car to like new condition, learn how to keep it that way. Most swirls and scratches build-up over time from improper washing and drying techniques. Ask your detailer how to properly wash and dry to maintain your car's exterior or ask them if they offer a maintenance program.

**Maintenance Program** - If you like your car to always look like it was just detailed, then it is strongly recommend to ask your detailer if they offer a maintenance program. A maintenance program is the option to have your detailer wash and re-wax your vehicles on a regular basis to maintain both your investment and their appearance to show room new condition.

**The paint on your car is thin!** - Chances are you're driving a new or newer car with a factory clearcoat finish for a paint job. The factory clearcoat finish on modern cars is THIN. How thin? In most cases thinner than a Post-It Note. The factory sprayed clear layer of paint on most new cars averages around 2 mils. That's thinner than the average post-it note.

**Why is this important?** - Because if the detailer you hire uses inexpensive compounds and polishes or simply scratches your car in the way they wash it and dry off the water, this can ruin your car's paint job or lead to what's called, clearcoat failure. That's where a car looks like it has a bad rash because the clear layer of paint is flaking off. Here's the deal – clearcoat failure CANNOT be fixed. The only honest fix is to repaint the affected panel or repaint the entire car.

**Clearcoats are scratch sensitive** - Clearcoat finishes are also easily scratched; this is called scratch-sensitive. What this means is although clearcoats tend to be harder than the old school lacquers and enamels used before 1980, they still scratch easily and the scratches or swirls are unsightly and cause your car's paint to deteriorate faster than it would without them.

**Deeper defects** - Deeper below surface paint defects, like key scratches and severe Type II Water Spots may be too deep to safely remove. For most cars and most people, it is better to learn to trust your detailer to make the judgment call as to which defects to let remain versus trying to remove 100%. Often times a thorough compounding and polishing using premium quality products will reduce the visibility of deeper defects to the point that they are a lot less visible. This is the preferred approach for any vehicle that is used as a daily driver.

There's a lot more to know about car detailing than simply having a wash bucket, a wash mitt and some car wax. Read through this packet of information and discuss with the detailer that gave you this information what package he recommends for your car and why.

#### **Glossary of Terms used in the Detailing Industry**

**Car Wash** - Generic term for removing loose dirt before any other exterior process is performed. This can include a normal car wash, rinseless wash, waterless wash or the use of a spray detailer.

**Mechanical Decontamination** - To remove above surface bonded contaminants like air-borne pollution, tree sap, overspray paint or industrial fallout through a mechanical means such as detailing clay.

**Chemical Decontamination** - Chemical decontamination is an advanced procedure where specific chemicals are used to remove either acidic or alkaline contaminants off the surface or metal particles off and out of paint.

**1-Step Cleaner/Wax** - A cleaner/wax is a product that does three steps in one step. This includes cleaning, polishing and leaving behind a layer of protection. A quality brand cleaner/wax professionally applied will do a good job of restoring a clear, shiny finish but these types of products will NOT normally remove all the swirls and scratches. It will remove some of the shallow swirls and scratches and leave the remaining swirls and scratches shiny.

**2-Step Polish & Wax** - A two-step polish and wax is a more advanced procedure that will remove a majority of the shallow paint defects like swirls, scratches, water spots and light oxidation and restore a much nicer looking finish overall. A two-step approach requires a person to run a polisher two times over the paint which requires more time. The first step is to machine polish each square inch of each panel and then carefully wipe the polish residue off the surface. Next the wax or paint sealant is applied by hand or machine and then it too is carefully wiped off the surface. All these procedures take time and add to the total cost of the detailing service.

**3-Step: Compound, Polish & Wax** - A three-step compound, polish and wax approach is an advanced procedure that will remove a majority of all below surface paint defects except very deep defects. With a three-step approach, first each panel is carefully compounded to remove the majority of deeper defects and all the shallow defects. After each panel or section, the compound must be carefully wiped off so as not to re-instill scratches from the wiping-process. After the compounding step is finished, the paint is polished to maximize gloss and clarity. Typically, a much less aggressive pad and product are used to re-polish each square inch of each panel to remove any hazing left by the more aggressive compounding step while perfecting the paint for application of a wax, synthetic paint sealant or paint coating. Because the compound and polishing step can create a near perfect finish, the polish residue must be carefully wiped-off so as to not re-instill towel marks that could show up after wax wipe-off. (careful wiping requires more time and "care" from the person doing the wiping)

**Buffing Pads** - The quality and type of pad used has a dramatic effect on the effectiveness of any machine buffing procedure as well as the end-results. Quality results depend upon quality pads. You cannot get high quality results from worn out, dirty pads.

**Free Spinning Orbital Polishers** - Free spinning orbital polishers are very safe tools that offer very good correction and polishing ability and can also be used to apply one-step cleaner/waxes or finishing waxes and paint sealants. Low risk of swirls or holograms.

**Rotary Buffers** - Rotary buffers offer the most and fastest correction ability but can at the same time impart their own swirl pattern called holograms. If your detailer is using only a rotary buffer be sure to ask them what type of pad and polish they "finish out with" to help ensure you get a true swirl-free, hologram free finish.

**Car Waxes** - Car waxes are normally considered products that contain some type of waxy substance either natural or man-made or a combination of to aid in spreading, wipe-off, protection and longevity. Not all products with the name "wax" on the label do in fact contain Carnauba wax, the most well-known ingredient used to make a car wax. Check with your detailer to find out what they use. Premium quality car waxes will tend to create a warm, deep shine and when taken care of via careful washing can last up to 3 months on the average car. It's a good idea to re-apply a coat of wax to maintain protection and appearance quality of the finish before all of the previously applied wax has completely worn off.

**Synthetic Paint Sealants** - Synthetic paint sealants are replacements for a car wax and as the name implies, the protection ingredients are synthetic or man-made. Premium quality synthetic paint sealants will tend to last longer than traditional car waxes but should still be re-applied on a regular schedule to maintain protection and appearance quality of the finish.

**Ceramic or Paint Coatings** - Paint coatings, that is genuine ceramic or quartz-based will last longer and protect as good and in most cases better than both car waxes and synthetic paint sealants. Paint coatings take more expertise to apply and the paint surface must be properly prepared for application of a paint coating before the coating can be applied. Each brand of paint coating on the market today has its own manufacturer-specific paint prep recommendations.



**Order #:** \_\_\_\_\_

**Customer:** \_\_\_\_\_

**Detailer:** \_\_\_\_\_

<b>S</b>	Swirls	<b>LS</b>	Light Soil	<b>D</b>	Dents
<b>WS</b>	Water Spots	<b>MS</b>	Mild Soil	<b>WD</b>	Wheel Damage
<b>OX</b>	Oxidation	<b>HS</b>	Heavy Soil	<b>LT</b>	Loose Trim
<b>RC</b>	Rock Chip	<b>PH</b>	Pet Hair	<b>TS</b>	Tree Sap
<b>H</b>	Holograms	<b>T</b>	Tear	<b>GS</b>	Glass Scratch or Chip
<b>DS</b>	Deep Scratch	<b>B</b>	Broken	<b>O</b>	Odors
<b>BD</b>	Bird Dropping Etching	<b>LD</b>	Leather Damage	<b>T</b>	Trash
<b>SC</b>	Surface Contaminants	<b>VD</b>	Vinyl Damage	<b>CS</b>	Cigarette/Cigar Smoke
<b>PT</b>	Paint Transfer	<b>FD</b>	Fabric Damage	<b>RT</b>	Road Tar
<b>CF</b>	Clearcoat Failure	<b>TS</b>	Tanin Stains	<b>RU</b>	Rust
<b>CH</b>	Cloudy Headlights	<b>PS</b>	Protein Stain		

**Notes / Services Requested:** \_\_\_\_\_

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**Add-on Packs:**

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|---------------------------------------------------------|------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Deep Upholstery Shampooing     | <input type="checkbox"/> Bug Removal           | <input type="checkbox"/> Waxing           |
| <input type="checkbox"/> Leather Conditioning Treatment | <input type="checkbox"/> Scratch Correction    | <input type="checkbox"/> Wash / Wax Combo |
| <input type="checkbox"/> Chrome Rim Package             | <input type="checkbox"/> Headlight Restoration |                                           |