Terms & Conditions

When you book online or via phone with Viraj Auto Services, you should read and agree to the terms and conditions of the booking prior to making an appointment. Once an appointment has been made, you are bound under the terms and conditions herein.  
1. Customers should remove all personal belongings, money and other significant items from their vehicle prior to any type of detailing.  
2. Viraj Auto Services will not accept any liability for any loss or damage to any personal property including the vehicle being serviced, any belongings contained inside of the vehicle or to the location of service. Assure that your vehicle is being serviced in a lawful and safe area and if you feel otherwise please communicate your concerns with the Service team.  
3. Viraj Auto Services will provide the complete car wash/ dry clean as per the chosen plan. The customer needs to provide the required water & PowerPoint for such cleaning work.  
4. We cannot guarantee any fixed time when accepting your booking.  
5. Our detailing times are an estimate only. Each vehicle is different and may require more or less time to fulfil the detailing type.  
6. We reserve the right to use any independent contractor to undertake your auto detailing and may need to change the detailer at short notice without penalty.  
7. Whilst every effort will be made to keep regular bookings to the same day and time each week, sometimes it may be necessary to make changes but we will endeavour to communicate the changes prior to arrival.  
8. We reserve the right to alter or move a booking in line with staffing levels and/or weather conditions and /or machinery or equipment failure.  
9. All orders placed require address, package, and vehicle condition verification. Service requests are not guaranteed at the time of booking and may be cancelled at any time at the sole discretion of Viraj Auto Services reserves the right to refuse service to anyone.  
10. The customer may have a proper check before the team left. The company is not held responsible for any kind of mechanical problem loss & damage in the car.  
11. The Company shall maintain accuracy on the timings of the services, but however, in case of delay, the customer may have bear with us, the customer should not make the service staff wait for any reason.  
12. Viraj Auto Services reserves the right to refuse or deny customer demands beyond the booked detailing  
13. Viraj Auto Services 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  
14. The company has to right to use any product in its cleaning process and the customer has no choice in this regard, but the company assures that it maintains the standard and the quality of the services.  
15. For any complaints, a customer may talk to the Viraj Auto Services complaint cell on Contact no 9503638128. In 24 hrs after cleaning, Viraj Auto Services will provide necessary action.  
16. Viraj Auto Services has the right to add/delete/modified the term and conditions in the best interest of its business.  
  
  
PRICING TERMS & CONDITIONS  
1. Our prices are based on detailing type, location, type of car and condition of the vehicle and will be advertised as a FROM price.  
2. Viraj Auto Services reserves the right to charge each vehicle according to its condition, the type of vehicle and the customer location.  
3. Viraj Auto Services reserves the right to amend any price during the detailing should it differ from the original estimate  
JURISDICTION  
Any dispute arising between both the parties will be decided in according with Arbitration and Conciliation Act 1996 and the place of jurisdiction will be Nagpur, in the state of Maharashtra.