



TERMS & CONDITIONS

These Terms & Conditions govern every booking made through the Smart Elite Detailing website. **By ticking the acceptance box and completing payment, you confirm that you have read, understood and agreed to these Terms & Conditions.**

"Smart Elite Detailing", "we", "us" and "our" refer to Smart Salvage Consultancy & Training Sdn Bhd, trading as Smart Elite Detailing, of No. 28, Jalan PJS 11/20, Bandar Sunway, 47500 Subang Jaya, Selangor, Malaysia.

1 BOOKING CONFIRMATION

Your booking is confirmed only after payment or the required deposit has been successfully received. Until then, your selected date and time slot is not reserved. A booking reference is issued once payment is confirmed.

2 PRICES & PAYMENT

All prices are quoted in Malaysian Ringgit (RM). Payment, or the required booking deposit, must be made before the appointment is confirmed. Where a deposit is paid, it is deducted from your final bill on the day of service.

3 CANCELLATION & RESCHEDULING

One appointment reschedule is permitted with at least 24 hours' notice. Cancellations made within 24 hours of the appointment, or failure to attend, may result in forfeiture of the booking deposit.

4 SERVICE RESULTS

Professional detailing improves the appearance and condition of your vehicle, but cannot guarantee the removal of deep scratches, stone chips, permanent stains or pre-existing defects. Realistic outcomes will always be explained honestly before work begins.

5 CERAMIC COATING

Ceramic coatings significantly enhance gloss and protection, but they are not scratch-proof or damage-proof, and require proper maintenance to remain effective. Aftercare guidance will be provided on completion.

6 CUSTOMER RESPONSIBILITIES

Please remove all valuables and personal belongings from your vehicle before your appointment. Smart Elite Detailing is not responsible for personal belongings left inside the vehicle.

7 ADDITIONAL CHARGES

Vehicles presenting conditions beyond normal soiling may require additional work, including:

- Excessive contamination or heavy soiling
- Pet hair, mould or biohazards
- Heavy tar, overspray or embedded contaminants

Any additional charges will always be discussed with you and approved before work proceeds — no surprises on the final bill.

8 LIMITATION OF LIABILITY

Our liability in connection with any service is limited to the value of the service purchased, except where such limitation is prohibited by applicable law.

9 PHOTOGRAPHY

Photographs of your vehicle may be taken for quality control, warranty documentation and marketing purposes. If you do not consent to your vehicle's photographs being used for marketing, please inform us before your appointment and we will exclude them.

10 PERSONAL DATA

Personal information collected during booking is processed in accordance with the Personal Data Protection Act 2010 (Malaysia) and our Privacy Notice, available at smartelite.biz/privacy.

11 GOVERNING LAW

These Terms & Conditions are governed by, and construed in accordance with, the laws of Malaysia.

ACCEPTANCE

By selecting "I Agree" and making payment, you authorise Smart Elite Detailing to carry out the selected services in accordance with these Terms & Conditions.

☐ I have read and agree to the Smart Elite Detailing Terms & Conditions.

VISIT US

No. 28, Jalan PJS 11/20
Bandar Sunway, 47500
Subang Jaya, Selangor

CALL / WHATSAPP

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ONLINE

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hello@smartelite.biz

HOURS

Mon – Sat
10:00 AM – 7:00 PM ·
Sun closed