

Maintenance Plan Terms & Conditions

These terms explain how the Velasquez Auto Spa LLC Maintenance Plan works, what is included, what may require additional charges, and the customer responsibilities required for each appointment.

Plan Price	\$110 per visit every two (2) weeks. Pricing may change if the vehicle condition or service needs are beyond normal maintenance cleaning.
Best For	Clean, well-maintained vehicles that need regular upkeep rather than a deep interior or exterior restoration.
Booking	Appointments are subject to availability and must be confirmed by Velasquez Auto Spa LLC before service is guaranteed.

1. Plan Overview

The Maintenance Plan is designed to help customers keep their vehicle looking clean, protected, and professionally maintained between full detail services. It is a maintenance-focused service and is not intended to replace a full deep detail, heavy stain treatment, major odor removal, paint correction, or restoration service.

The plan is scheduled every two (2) weeks at \$110 per visit unless otherwise agreed in writing by Velasquez Auto Spa LLC.

Velasquez Auto Spa LLC reserves the right to recommend a higher-level service if the vehicle condition requires more time, tools, chemicals, or labor than a standard maintenance visit.

2. Eligibility

The Maintenance Plan is intended for vehicles that are already in good or excellent condition. A vehicle may need a Standard Full Detail, Deep Full Detail, or condition review before it qualifies for maintenance pricing.

- Vehicles with excessive dirt, mud, stains, pet hair, trash, odors, spills, or neglected surfaces may not qualify for maintenance pricing.
 - Velasquez Auto Spa LLC may request photos before confirming the vehicle qualifies for the plan.
 - Eligibility may be reviewed at each appointment based on the current condition of the vehicle.
-

3. What the Plan Includes

The Maintenance Plan generally includes a light interior and exterior refresh suitable for regularly maintained vehicles. Exact service steps may vary based on vehicle type, weather, location, and the condition of the vehicle at the time of service.

- Light interior cleaning and vacuuming.
 - Interior surface wipe-down of accessible areas.
 - Interior window cleaning.
 - Exterior wash and basic exterior care.
 - Wheels and tires cleaning, when conditions allow.
 - General maintenance care to keep the vehicle presentable between larger detail services.
-

4. Exclusions and Limitations

The Maintenance Plan does not include heavy correction or specialty services unless Velasquez Auto Spa LLC agrees to add them for an additional charge.

- Deep shampooing or extraction for heavily soiled carpets, mats, or seats.
 - Major pet hair removal, trash removal, mold, mildew, biohazard cleaning, or severe odor removal.
 - Paint correction, scratch removal, oxidation removal, water spot correction, or ceramic coating services.
 - Engine bay cleaning, headlight restoration, or other focused add-ons unless separately booked.
 - Complete removal of permanent stains, deep odors, scratches, oxidation, or damage caused by age, spills, neglect, pets, smoke, chemicals, or previous improper cleaning.
-

5. Additional Charges

Additional charges may apply when the vehicle requires more labor than a normal maintenance visit. Charges will be communicated before service begins whenever possible.

- Excessive pet hair removal may require an additional charge.
 - Excessive trash removal may require an additional charge.
 - Commercial vehicles may require an additional size-based or labor-based charge.
 - Standard personal vehicles, including regular cars, SUVs, minivans, and personal pickup trucks, will not receive a size-based additional charge under normal maintenance conditions.
 - Vehicles outside normal condition may be upgraded to a Standard Full Detail, Deep Full Detail, or another appropriate service.
-

6. Maintenance Schedule and Initial Term

The Maintenance Plan is intended to be completed every two (2) weeks to maintain the clean condition established by the qualifying detail service.

The customer agrees to remain enrolled in the Maintenance Plan for a minimum initial term of one (1) month. During this period, the first two scheduled maintenance visits must be completed and paid for before cancellation is permitted.

7. Scheduling, Rescheduling, and Cancellations

Appointments are subject to availability and must be confirmed by Velasquez Auto Spa LLC. If you need to cancel or reschedule, please contact us as soon as possible.

After the minimum initial term has been completed, the customer may cancel future maintenance visits by providing at least seventy-two (72) hours' notice before the next scheduled appointment.

-
- Late cancellation: If the customer cancels a scheduled maintenance appointment with less than seventy-two (72) hours' notice, a cancellation fee of \$55 will apply.
 - Rescheduling: Appointments may be rescheduled if the customer provides at least twenty-four (24) hours' notice before the scheduled appointment time.
 - Late rescheduling: If the customer requests to reschedule with less than twenty-four (24) hours' notice, a \$10 rescheduling fee will apply.
 - No-show: If the customer is unavailable at the scheduled appointment time and no prior notice has been provided, the appointment will be considered a no-show, and a \$55 fee will apply.

Velasquez Auto Spa LLC may reschedule appointments due to weather, unsafe working conditions, equipment issues, traffic delays, emergencies, or circumstances outside our control. Missed appointments or repeated late cancellations may affect future plan eligibility.

8. Mobile Service Requirements

The customer is responsible for providing a safe, legal, and accessible work area for the mobile detailing appointment. The service location must allow enough space to work around the vehicle without violating parking rules, apartment policies, business restrictions, property rules, or local laws.

The customer must provide access to the vehicle at the scheduled appointment time, including any areas included in the requested service. If access is not available, the appointment may need to be rescheduled.

9. Personal Belongings

Customers are responsible for removing personal belongings, valuables, documents, electronics, money, car seats, child seats, and fragile items before service begins.

Velasquez Auto Spa LLC is not responsible for lost, misplaced, or damaged personal items left inside the vehicle. Items found during cleaning may be placed aside or left inside the vehicle.

10. Pre-Existing Damage

Velasquez Auto Spa LLC is not responsible for pre-existing damage, hidden defects, weak paint, peeling clear coat, cracked leather, damaged trim, loose parts, broken clips, electrical issues, or other conditions already present before service.

We may document the vehicle condition before, during, or after service when needed for quality control and service records.

11. Before-and-After Photos

Velasquez Auto Spa LLC may take before-and-after photos for service documentation, quality review, customer communication, and business records.

Photos used for marketing will avoid showing private personal details whenever reasonably possible. If you do not want your vehicle photos used for marketing purposes, please let us know before or during your appointment.

12. Payment

Payment is due upon completion of each maintenance visit unless otherwise agreed in advance. Velasquez Auto Spa LLC reserves the right to refuse future services if payment is not completed.

13. Plan Changes and Termination

Velasquez Auto Spa LLC may update, pause, change, or discontinue Maintenance Plan terms, pricing, service requirements, or eligibility rules at any time. Continued use of the plan after changes are posted or communicated means you accept the updated terms.

After the minimum initial term has been completed, the customer or Velasquez Auto Spa LLC may stop future maintenance visits at any time, subject to any confirmed appointments, cancellation policies, or outstanding balances.

14. Customer Satisfaction

We aim to provide professional results and a positive customer experience. If you have a concern about a completed maintenance visit, please contact us as soon as possible so we can review the issue.

Any concern should be reported within a reasonable time after service completion. Velasquez Auto Spa LLC may request photos or additional details to better understand the concern.

Contact Information

Velasquez Auto Spa LLC
Phone: (918) 510-6982
Email: velasquezautospa@gmail.com
Service Area: Tulsa, Broken Arrow, and surrounding Oklahoma areas

Effective Date: These Maintenance Plan Terms & Conditions are effective as of the date they are published on this website.