

## Engine Clean Refusal

We utilize hand brushes, steam, & low pressure water to clean and dress lightly dirty/dusty areas under the hood. However, deep engine degreasing isn't something we're currently able to offer as a mobile service without necessary water-collection/drainage systems.

## Weather

In the case of bad weather, appointments may need to be rescheduled. We prioritize rescheduling affected clients as soon as possible based on availability. While we do our best to accommodate everyone promptly, we appreciate your flexibility and understanding as we work through weather-related disruptions.

"Hey [Client's Name], the forecast shows rain on your appointment day. To ensure the best results, let's reschedule. I have availability on [Alternative Date/Time]. Let me know what works for you!"

For the rain-affected client:

"Hey [Client's Name], the weather is looking rough for tomorrow, and I want to make sure your vehicle gets the best results. I'm fully booked next week, but I want to prioritize rescheduling you ASAP. Are you available on [offer 2-3 options]? If those don't work, let me know what days you're free, and I'll do my best to work something out."

> For potential flexible clients:

"Hey [Client's Name], I have a favor to ask!

Due to the weather, I need to reschedule a client, and I wanted to see if there's any chance you'd be open to moving your appointment to [offer a couple of options]? If so, I'd be happy to throw in [small perk]. No worries at all if not—just wanted to check!”

## What's the cost specifically?

Pricing depends on the size and condition of the vehicle as well as the specific services you're looking for. Since vehicle condition can vary quite a bit, I typically provide a price range upfront. Once I see the vehicle in person, I can give you a more accurate quote.

If you're able to send a few photos, that can help narrow things down ahead of time and make sure there are no surprises. I appreciate your understanding—my goal

is always to give you the best service and a fair, accurate price.

I'm happy to help! Interior detailing is priced based on the condition of the vehicle. I would estimate around \$200 for most vehicles of that size, but because the condition can vary from vehicle to vehicle I usually try to provide a range of price that I will fall into. When I arrive I'll be able to assess the condition more thoroughly and provide a more accurate estimate. You could also text me a couple of photos to better assess the condition of the vehicles interior.

Oops

Excellent, I'm glad you're taken care of. I hope we have another chance to help out in the future, thanks again for contacting Clean Machine!

Hi this is Jody with Clean Machine Auto Detail, thanks for contacting us! I hope you'll pardon the delayed reply and the inconvenience, we had some phone issues while switching providers this past week.

Hi this is Jody with Clean Machine Auto Detail, My apologies for the delayed reply! I lost my phone at the lake on Wednesday along with all of my client scheduling info and just now got the replacement and got logged back in. I'm so sorry for the inconvenience, I'd like to take \$20 off your detail service for the trouble if you're still available soon. Thank you for bearing with me!

