



## Terms and Conditions & Disclaimer

Our Terms and Conditions were last updated on [Friday, 23 August 2024].

Please read these terms and conditions carefully before using Our Service.

Welcome to Coop's Car City Limited (*hereafter called "Coop's Car Care"*). These are our terms and conditions governing the use of our services. They set out the rights and obligations of persons accessing our services.

### **Definitions**

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1. **"Coop's Car Care"** refers to all its affiliates, owners, officers, directors, agents, employees, or contractors.
2. The "customer" refers to the legal and/or registered owner of the motor vehicle receiving service from Coop's Car Care, or that person that has permission from the legal and/or registered owner of the said motor vehicle/or registered owner of the motor vehicle receiving service from Coop's Car Care or to a person with permission from the said owner.

### **Acknowledgment**

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3. Your access to and use of our services are conditioned on your acceptance of and compliance with these terms and conditions, which apply to all customers.
4. By making payment to Coop's Car Care at any of its locations, the customer agrees to be bound by these terms and conditions and to allow Coop's Car Care to deliver its service as per the payment made.
5. Coop's Car Care undertakes to make every effort and exercise the utmost care, to protect the property of its valued customers from damage while on the company's compound and receiving its services.
6. The customer agrees to follow all reasonable instructions given by staff during the wash process, from entry into the wash area, until final inspection at the Quality Assurance check bay.

### **Reasonable expectations of our services**

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7. Coop's Car Care primarily provides a timely and convenient car wash experience intended to remove environmental debris from the surface of the motor vehicle. However, a typical car



wash will not remove difficult stains/discoloration on the exterior of motor vehicles due to the build-up of contaminants over time, nor will it remove difficult stains from the upholstery of motor vehicles due to spillages, etc. However, limited detailing services are available on request.

### **Incidental Damage to Motor Vehicles**

8. The customer understands all the inherent risks associated with a full-service car wash service as provided by Coop's Car Care.
9. Given the diversity of conditions of motor vehicles, Coop's Car Care will not be responsible for any incidental damage that may occur to such motor vehicles during the wash process, including but not limited to any damage related to pre-existing conditions (tears, scratches, dents, stains, odors, etc.), damage to automated windshield wiper systems, wiper blades, rear window wipers, loose interior trim or exterior moldings, exterior mirrors, trailer hitch caps, roof racks, power antennas, insignias, aftermarket accessories (bug shields, sun visors), magnetic signage, running boards, van tray locks and covers, hood ornaments, or alloy, chrome or mag wheels, headlights, rear lamps, or reflectors.
10. If a customer's motor vehicle is damaged, the customer must bring it to the attention of the location supervisor while still on the compound and provide all the necessary information as directed.
11. Notwithstanding the notification made at paragraph 10, the affected customer is advised to send a comprehensive report to Coop's Car Care by emailing [customercare@coopscarcare.com](mailto:customercare@coopscarcare.com).
12. Once the email is received, an acknowledgement reply will be sent, and Coop's Car Care customer service staff will review the claim. The customer agrees to allow Coop's Car Care 3-5 days from the receipt of the customer email to complete the review.
13. This review may include:
  - a. Review of video footage / photographs from the site provided by the customer and /or staff.
  - b. Interview(s) of any staff member(s) involved.
  - c. Further interview of the customer or other interested party.
  - d. Consultation with any other relevant third party.



14. At the expiration of the 3-5-day period, Coops Car Care will respond to the customer with its position on liability for damages claimed:

In the event Coop's Car Care is not liable:

- a. If Coops Car Care determines it is not liable in the circumstances, the response will indicate such a position accordingly and provide all reasoning for such a determination.
- b. Further communication with the customer may occur with a view to amicably resolving the situation.
- c. Coop's Car Care will not provide customers, or persons acting on their behalf, with video footage, photographs, or other company material, unless so directed via a Court Order.
- d. However, the customer may be invited to view footage, etc., to better understand the circumstances from the perspective of Coop's Car Care.
- e. The customer has the right to seek legal redress if not in agreement with the explanation provided.

In the event Coop's Car Care is liable:

- f. If Coop's Car Care determines it is liable in the circumstances, the response will indicate such a position accordingly.
- g. The customer will be invited to submit a quotation for the repair/replacement (as the case may be) of the damaged areas of the motor vehicle.
- h. Coop's Care reserves the right to invite a third-party professional to assess the damage and cost of repair, in consideration of factors such as the age of the motor vehicle, market value, depreciation etc.
- i. In that regard, the owner must agree to undertake this and make all reasonable arrangements accordingly.
- j. Once a settlement is agreed upon, the customer will indicate to whom payment should be made and further agree to sign off on a settlement agreement, thereby concluding the matter.

15. Damage claims *after* the motor vehicle has left the compound will understandably be treated with greater scrutiny.

#### Extra-Ordinarily Dirty Motor-Vehicles

16. Motor vehicles that are assessed to be "extra-ordinarily dirty", as determined by Coop's Car Care Staff (e.g., excessive mud/dirt on the exterior of the motor vehicle or excessive mud,



sand, or disposable items in the interior of the vehicle) will incur a nominal additional charge, which may range from \$10 TTD to \$25 TTD. The application of the additional charge will be at the discretion of Coop's Car Care staff and in consultation with the customer.

17. Coop's Car Care reserves the right to modify, alter, or update the terms and conditions of this agreement at any time without prior notice. Modifications shall become effective immediately upon being posted on this page.