

Cancellation Policy for Hollow Top Detailing

Last Updated: May 30, 2025

At Hollow Top Detailing, we understand that life happens and plans can change. To ensure fairness and efficiency for all our customers, we've outlined our cancellation and rescheduling policy below. This policy applies to all detailing appointments, including cars, trucks, RVs, boats, and commercial vehicles.

1. Cancellations

- **Notice Period (24 hours or more):** Cancellations made at least 24 hours prior to your scheduled appointment will not incur any fees. If a deposit was paid, it will be refunded in full.
 - **Late Cancellations (less than 24 hours):** Cancellations made within 24 hours of your appointment will be subject to a **50% cancellation fee** of the total service cost. This helps cover lost time and prep work.
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2. Rescheduling

- If you need to reschedule, please notify us **at least 24 hours in advance**. We'll do our best to accommodate your preferred date, based on availability.
 - **Rescheduling within 24 hours** of the scheduled time may incur a **25% rescheduling fee**.
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3. Non-Refundable Deposits

- Some appointments may require a deposit to secure your booking. Deposits are **non-refundable** if cancellation or rescheduling occurs within 24 hours of the appointment, but they may be applied to a future appointment at our discretion.
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4. No-Show Policy

- **No-shows** or failure to provide access to the vehicle at the scheduled time will be charged **100% of the service cost**. This includes appointments missed without notice or severe client-caused delays.
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5. Emergency Situations

- We understand emergencies happen. If you're unable to give 24 hours' notice due to an emergency, please reach out as soon as possible. We may waive fees or reschedule at no charge, depending on the circumstances.
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6. Force Majeure

- Hollow Top Detailing is not liable for cancellations or delays caused by circumstances beyond our control, including severe weather, accidents, or natural disasters. We will gladly work with you to reschedule.
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7. Contact Information for Cancellations/Rescheduling

To cancel or reschedule your service, please contact us at:

Hollow Top Detailing LLC

Rich Reed

 rich@hollowtopdetailing.com

 Bozeman, MT