

Preexisting Damage Policy — Trinity Detailing Services LLC

1. Purpose

This policy establishes procedures for identifying and documenting preexisting damage to client vehicles, RVs, or campers prior to detailing services. It ensures transparency, protects the company from liability, and maintains trust with clients.

2. Scope

This policy applies to all employees performing detailing services for Trinity Detailing Services LLC. It covers all vehicles, RVs, and campers serviced, whether at company facilities or through mobile detailing.

3. Policy Statement

Employees must inspect each vehicle prior to beginning detailing services and document any visible preexisting damage. This includes scratches, dents, stains, broken components, or other defects. Proper documentation ensures that clients are informed and prevents disputes regarding responsibility for damage.

4. Procedures

Initial Inspection

- Conduct a thorough walk-around inspection of the vehicle before beginning service.
- Note all visible damage, including exterior and interior areas.
- Pay special attention to high-risk areas such as bumpers, wheels, upholstery, and dashboards.

Documentation

- Record findings in the service log, including written notes and photographs.
- Ensure photos clearly show the damage and are time-stamped.
- Attach documentation to the client's service record.

Client Communication

- Inform the client of any preexisting damage identified during inspection.
- If the client is not present, provide documentation electronically (email or text) prior to service.
- Obtain client acknowledgment of the documented damage when possible.

Service Continuation

- Proceed with detailing services only after documentation is complete.
- Employees must not attempt to repair or conceal preexisting damage unless specifically authorized by the client and management.

Dispute Prevention

- Employees must rely on documented evidence to resolve any disputes regarding damage claims.
- Failure to document preexisting damage may result in liability for the company and disciplinary action for the employee.

5. Employee Responsibilities

Employees are responsible for conducting inspections thoroughly, documenting findings accurately, and communicating with clients in a professional manner.

6. Compliance

Failure to comply with this policy may result in disciplinary action, up to and including termination of employment. This policy is designed to protect both Trinity Detailing Services LLC and its clients by ensuring transparency and accountability.

Approval Section

Approved By: Aaron Hensel

Title: Owner

Date: 8 July 2026

Reviewed By: Adam Chauvin

Title: Owner

Date: 8 July 2026