



## BM EXPRESS TRUCK WASH PTY LTD (MY TRUCK WASH XPRESS)

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Web site : [www.mytruckwashexpress.com](http://www.mytruckwashexpress.com)

### TERMS & CONDITIONS

#### 1. PRIVACY POLICY

Our privacy policy contains information about collecting users' personal details, processing clients' information and data used to promote the products and services offered by **BM EXPRESS TRUCK WASH PTY LTD**. We respect the right to privacy of our clients and therefore, we are committed to adhering to Australian privacy legislation and upholding the Australian principles of privacy.

##### 1.1 COLLECTING PERSONAL INFORMATION

At different points on our website or in service, we may ask you for personal information including the email address you nominate, your name or phone number. The information provided on the website is used to answer the online posted enquiry or can be used our office staff for contacting or billing purposes.

We may also save debit or credit card numbers in order to process the payment on the customer's consent. Once, the payment is clear this information will no longer be stored for future transactions. The customer must give the banking details each time the payment has to be made.

##### 1.2 ACCESS TO PERSONAL INFORMATION

We do not share the customer's personal information with other companies. However, we may share personal information with other organization, individual concerned or other relevant bodies, for instance debt collectors or insurance companies, in case of payment related issues or damages caused to the business' infrastructure.

1300 133 117



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Usually, we do not disclose personal data without consent but there may be circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymized statistics.

### 1.3 EMAILS

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

### 1.4 CHANGE IN INFORMATION

It is the responsibility of the companies to notify our office staff for any update in the company's personal information. The account companies must send email notifications about the changes and the owner drivers must communicate the change in information on their visit to our site.

## 2. TRUCK WASH PROCEDURE

### 2.1 HOW DOES TRUCK WASH OPERATE

**MY TRUCK WASH EXPRESS** follows a different procedure as compared to other truck wash companies. In most cases, the trucks are asked to go through the remotely operated high-pressure water machines and through the rotating brushes. After the machine washing, the trucks are given proper hand clean and all the additional services including washing inside cabins or truck, applying tire shine etc.

We also provide other services like curtain polishing, rim polishing, RTA washes, truck detailing. For any of these services mentioned, the staff must be pre-informed by the driver or the company and they must allow us sufficient time to complete these requested services.



## 2.2 INSTRUCTIONS TO THE DRIVERS

We advise our customers to follow our team's instructions during the service, such as closing the windows before driving through the washing system and brushes. The customers coming for the first time are properly explained how the truck wash operates. They are also advised about driving the vehicles at a moderate speed and avoid stopping in the wash systems as the high pressure can penetrate their trucks through small openings if any. It is driver's responsibility to inform the staff about any condition of the truck that may be affected by the wash system.

Any deviation from the instructions given by My Truck Wash staff or ignorance towards the instructions will be sole responsibility of the customer. The customer must inform the staff or the manager if the truck needs special attention while washing such as care towards electrical appliances. v

## 2.3 TRUCK WASH PRODUCTS

TRUCKWASH is a concentrated vehicle detergent for breaking down and removing road dirt, mud, oil films, exhaust soot and insect residues from trucks. It is effective for cleaning paintwork, rubber trims and tyres, chrome, aluminum, glass, mag wheels, fiber glass and vinyl surfaces.

We should be advised by driver if he does not prefer to use a specific type of detergent on his truck before we start the wash.

## 3. PAYMENTS

### 3.1 PAYMENT SCHEDULES

The payment schedule may vary from customer to customer. Some companies can choose to set up an account and pay on monthly basis and others might choose fortnightly or weekly. The account companies have 30 days after the due date to make the payment. However, the private companies and owner drivers are required to pay for the service at the same time.



The drivers are obliged to provide correct information about their companies and whether they have an account with My Truck Wash. The staff holds the rights to halt the truck wash service in case of misleading or false information provided by the driver or the company. The services will only resume after careful considerations and payments made to My Truck Wash in full.

### 3.2 REFUNDS

**My truck wash express** does not have any refund policy, if the customer has issues regarding the service provided, he must contact within three days for us to review the complaint.

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## 4. Workplace safety policies

The truck wash bay is equipped with a lot of mechanical and electrical equipment. It can be dangerous for anyone to walk on the wash bay bare foot. The drivers are always advised to remain in the truck while the truck wash is in progress or they can ahead towards a safer area after parking the in the wash bay. This is to ensure that everyone is safe from tripping on the slippery surfaces.

The truck wash is carried out by the experience staff of My truck Wash only and the customers must not at any time use the truck wash products, for instance, high pressure guns, brushes or chemicals to wash the truck by themselves. The customer will be solely responsible for any damage caused to their truck if they tend to ignore these instructions.