QH Auto Service Terms of Service & Service Policy

Effective Date: October 19, 2026

These Terms of Service & Service Policy ("Terms") apply to services provided by QH Auto Service ("QH," "we," "us," or "our"), including mobile automotive services in Michigan, including Wayne County and the Detroit area and Washtenaw County and the Ann Arbor area. By scheduling, authorizing, or paying for service, you ("Customer" or "you") agree to these Terms.

IMPORTANT NOTICE: Some of these Terms affect your legal rights in significant ways, including the **$50 late-cancellation fee** (Section 2), the **no-refund policy** (Section 3), and the **oil change subscription terms** (Section 15), which include a **12-month non-refundable contract**, **automatic recurring payments**, an **early termination charge**, and **referral of unpaid balances to collections after 30 days, which may affect your credit score**. These terms are written in plain language and highlighted in bold. Please read Sections 2, 3, and 15 carefully before you book a service or enroll in a subscription.

1. Estimates & Authorization

For repairs subject to the Michigan Motor Vehicle Service and Repair Act, MCL 257.1301–257.1340, we will provide a written estimate for repairs exceeding $50 unless you knowingly waive that right where the law permits. An estimate is based on the information available when it is prepared and may change if the vehicle's condition differs from what was described or additional work is found to be necessary.

Your written, electronic, or verbal approval authorizes only the work and charges you approve. We will obtain your authorization before performing additional work or charging amounts beyond the approved estimate as required by law. Under MCL 257.1332, we will not exceed the authorized estimate by more than $50 or 10% of the estimate, whichever is less, without your authorization, except as permitted by law.

2. Appointment Cancellations & Fees

You may cancel or request to reschedule an appointment by contacting us. **If you cancel or request to reschedule less than two (2) hours before your scheduled appointment time, you may be charged a $50 cancellation fee** to compensate for reserved time and lost availability. We will disclose and apply any such fee in accordance with applicable law.

If we must cancel or reschedule, we will contact you to arrange another appointment. Any payment for service not provided will be handled as required by law.

3. No Refund Policy

Except where required by law or an applicable written warranty, **payments for services are final, and no refund will be issued once service has begun or been completed.** This policy does not limit any rights or remedies available to you under the Michigan Consumer Protection Act, MCL 445.901 et seq., or other applicable law.

Subscription payments, unused subscription services, and early cancellation are subject to Section 15 of these Terms and any cancellation or refund rights that cannot legally be waived.

4. Customer Authorization & Vehicle Operation

By approving service, you represent that you are the vehicle's owner or an authorized agent of the owner. You authorize us to perform the approved work and to operate the vehicle as reasonably necessary for diagnosis, repair, or testing, consistent with MCL 257.1331 and applicable law.

You are responsible for providing accurate information about the vehicle and its condition, including its year, make, model, VIN, and known issues.

5. Limitation of Liability—Oil & Oil System Issues

Oil-related issues may arise from pre-existing conditions, vehicle design, wear, defects, or other causes unrelated to the service. To the extent permitted by law, QH is not responsible for oil leaks, oil consumption, oil pressure problems, or other oil-system issues unless there is clear and verifiable evidence that the issue was directly caused by QH's negligence during the service.

Nothing in this section excludes or limits liability, warranties, or consumer rights that cannot legally be excluded or limited.

6. Pre-Existing Conditions

Vehicles may have pre-existing or latent defects, damage, wear, or maintenance needs that are not visible before or during service. To the extent permitted by law, QH is not responsible for a failure or damage caused by a pre-existing condition or by a problem unrelated to the work we performed.

If we identify an additional concern, we will explain it and obtain your authorization before performing additional work, as required by law.

7. Additional Repairs & Costs

If we determine that additional repairs, parts, labor, or services are needed, we will explain the work and obtain your authorization before proceeding, in accordance with MCL 257.1332 and other applicable law. You are responsible for charges for work and parts you authorize.

If you provide parts or fluids, we may inspect them and may refuse to install items that appear unsafe, defective, unsuitable, or incompatible with the vehicle. We do not provide a warranty on customer-

supplied parts. You remain responsible for the cost of additional labor that you authorize if customer-supplied parts require extra diagnosis, modification, removal, or reinstallation. Nothing in this section limits our responsibility for our own work as provided by law.

8. Right to Refuse or Discontinue Service

We may refuse or discontinue service when reasonably necessary for safety, legal compliance, vehicle condition, weather, access, or operational reasons. If we cannot complete authorized work, we will explain the reason and discuss any applicable charges or remedy. We will not charge for unperformed work except as permitted by law or as otherwise agreed.

9. Service Time Disclaimer

We aim to complete many services within approximately 30 minutes, but this is a target, not a guarantee. Customers should allow up to one hour and 30 minutes for a service appointment. Actual timing may vary because of traffic, weather, vehicle condition, complications during service, parts availability, or delays at earlier appointments.

If a significant delay occurs, we will make reasonable efforts to notify you. You may contact us to discuss rescheduling, changing the service location, or canceling, subject to any applicable disclosed fee and the law.

10. Weather & Operating Conditions

We operate year-round but may delay, reschedule, or cancel service when weather or other operating conditions create an unsafe or impractical work environment. We will make reasonable efforts to notify you and arrange a new appointment.

11. Mobile Service Location & Property Conditions

You must provide a safe, accessible, and legally permissible location for service and obtain any permission required to use that location. Service may be refused or stopped if the work area is unsafe, inaccessible, or unsuitable, or if the requested work would violate applicable law or local requirements.

QH is not responsible, to the extent permitted by law, for property issues caused by pre-existing conditions, an unsafe or unstable work area, or normal service operations performed with reasonable care. This does not exclude liability for damage caused by QH's negligence or other conduct for which liability cannot legally be limited. Customers are responsible for ensuring that mobile vehicle service is permitted at the requested location, including under applicable municipal requirements in Detroit, Ann Arbor, and other service locations.

12. Mechanic's Lien & Non-Payment

If payment is not made when due, QH may pursue lawful collection remedies. Where the requirements of the Michigan Garage Keeper's Lien Act, MCL 570.301–570.307, are met, QH reserves any lien rights available under that Act. Any lien, enforcement, or sale of a vehicle will be subject to applicable statutory requirements and procedures.

13. Payment Terms

Payment is due immediately upon completion of service unless otherwise stated in writing or agreed in advance. You are responsible for payment for authorized labor, parts, materials, applicable taxes, and disclosed fees.

If a balance remains unpaid, we may pursue collection efforts as permitted by law, including referring the account to a collection agency where appropriate. Any collection costs, court costs, or other fees will be sought only as permitted by law or authorized by agreement.

14. Indemnification

You are responsible for losses, claims, and expenses to the extent they arise from your negligence, intentional misconduct, material breach of these Terms, failure to obtain permission to use the service location, unsafe conditions you control, customer-supplied parts, or your refusal of recommended repairs.

This section does not require you to indemnify QH for losses caused by QH's negligence, willful misconduct, or other conduct for which applicable law does not permit indemnification.

15. Oil Change Subscription Plans

15.1 Term and enrollment

By affirmatively enrolling in an oil change subscription and accepting the subscription terms presented at enrollment, you agree to a **12-month, non-refundable contract** for the vehicle, plan, covered services, price, and billing schedule identified in your enrollment confirmation. **You are committing to pay for the full 12-month term.** The enrollment details are part of these Terms.

15.2 Recurring payments

You authorize QH and its payment processor to charge your selected payment method automatically according to the billing schedule you select at enrollment: monthly, quarterly, or annually. **The subscription commitment covers 12 consecutive months of recurring payments.** The total price, payment amount, frequency, and timing of charges will be disclosed before you enroll. For an annual payment schedule, the annual payment is for the 12-month subscription term.

Your subscription will not automatically renew for another term unless you separately agree to renewal. **Renewal choices can vary by plan. On plans where our payment processor (Square) offers auto-renewal, you may choose at checkout not to renew after the first 12 months. Review**

the renewal choice shown for the plan you select before completing enrollment. You are responsible for keeping your payment information current. If a payment is declined or remains unpaid, we may contact you or pursue collection as permitted by law.

15.3 Included oil and vehicle-specific overage fees

Subscription base prices cover standard vehicles requiring up to **five (5) quarts of oil** for the oil changes included in the plan. A vehicle-specific overage fee may apply if the vehicle requires premium oil weights, including 0W-20 or other specialty weights or Euro blend, a specialized cartridge filter, or additional fluid capacity beyond the 5-quart limit.

If your vehicle requires more oil than the 5-quart limit, you will be invoiced for the additional oil at the time of service. Overage fees are calculated per additional quart according to the vehicle's plan category and tier, using the current QH Auto Service oil overage price schedule disclosed at enrollment and shown at checkout. The applicable per-quart rate for your plan will be disclosed to you before the service is performed.

We will disclose any applicable overage fee before performing the service. **The fee is separate from the subscription price and is due at the time of mobile service.** We will not perform the affected additional work or charge the overage fee without your approval.

15.4 Air filter replacements subject to technician assessment

Air filter replacement services are subject to technician assessment at the time of service. **We reserve the right to refuse installation of engine or cabin air filters** in vehicles where the filter housing is exceptionally difficult to access, requires extensive disassembly of interior or engine components, or poses a risk of damage to the vehicle. If we decline an air filter installation, we will explain the reason, and any affected charges will be handled as provided in these Terms.

15.5 Covered services and scheduling

Subscription plans cover routine preventative maintenance only. They do not include emergency services, unlisted repairs, or services outside the plan. All appointments are subject to calendar availability. We recommend booking 7–10 days in advance; a subscription does not guarantee a particular appointment date or time.

You are responsible for scheduling covered services and making the vehicle available. Unused services do not extend the subscription term and are not refundable, except where required by law or expressly agreed in writing.

15.6 Early cancellation and termination amount

You may request cancellation by contacting QH using the information in Section 19. The subscription is a 12-month commitment, and early cancellation does not eliminate payment obligations for the term, except where a cancellation right or other remedy is required by law.

If you cancel before the end of the 12-month term, you will owe money. Upon early cancellation, and to the extent permitted by law, you will be charged the **greater of**:

1. The full retail value of subscription services received through the cancellation date, minus subscription payments you have made; or
2. The remaining subscription balance for the 12-month term, calculated as the total agreed subscription price minus subscription payments you have made.

We will calculate the amount using your enrollment details and service records, credit payments already made, and provide the calculation upon request. An amount will not be charged more than once. Nothing in this section waives a cancellation, refund, or other consumer right that cannot legally be waived.

15.7 Past-due balances and collections

If a subscription balance remains unpaid for more than 30 days, QH may refer the balance to a collection agency or pursue other lawful collection remedies. Where permitted by law, an unpaid balance may be reported to a credit reporting agency and may affect your credit score. QH and any collection agency must comply with applicable debt-collection and credit-reporting laws.

16. Governing Law, Severability & No Waiver

These Terms are governed by Michigan law, except where another law must apply. Any legal proceeding must be brought in a court with jurisdiction, subject to applicable law and any venue rights that cannot be waived.

If any provision of these Terms is found unenforceable, the remaining provisions will remain in effect to the extent permitted by law. A failure or delay by QH to enforce a provision is not a waiver of the right to enforce it later.

17. Electronic Signatures & Records

You may authorize services and agree to these Terms electronically. Where permitted by law, an electronic signature or affirmative electronic consent has the same effect as a handwritten signature. You may request a copy of the Terms, your authorization, or service records by contacting QH.

18. Changes to These Terms

The version of these Terms in effect when you authorize a service applies to that service. For an active subscription, QH will not materially change the subscription price, covered services, billing schedule, or other key subscription terms during the current term without your agreement, except where required by law or where a change does not adversely affect your rights.

19. Contact Information

QH Auto Service
Phone: 734 262 8677
Email: A2Boosted@gmail.com
Website: qhautoservice.com