

KOS QLD PTY LTD T/AS Car Ceramic Protection

Car Ceramic Protection – Terms and Conditions

1. Definitions

- **“Company”**, **“we”**, **“us”**, **“our”** refers to Car Ceramic Protection.
 - **“Customer”**, **“you”**, **“your”** refers to the person or entity engaging our services.
 - **“Coating”** refers to the application of Ceramic or Graphene Coating.
 - **“Vehicle”** refers to the customer's nominated vehicle to which the service will be applied.
-

2. General Agreement

By commissioning services from Car Ceramic Protection, the Customer acknowledges and accepts these Terms and Conditions. These terms are governed by Queensland law and may be updated by the Company from time to time with reasonable notice to clients.

3. Company Responsibilities

- **Service Provision:** We provide professional automotive protection services using industry-standard methods and premium products. We provide a complimentary check-up for all Coating applications annually (once per year) post-handover, until the warranty period transpires. This visit does not have any relevance to your warranty.
- **Scheduling & Timeliness:** We make all reasonable efforts to meet agreed appointment times and notify clients of any delays or changes.
- **Quality Assurance:** We guarantee workmanship and aim to resolve any concerns fairly and promptly. Any issues identified during the work will be documented (including timestamped photos) and may be communicated at our discretion.
- **Equipment and Safety:** We use professional-grade tools, materials, and processes to perform work in a safe and effective manner.
- **Communication:** We maintain transparent and timely communication throughout the customer experience.
- **Legal Compliance:** We operate in compliance with Australian Consumer Law and applicable environmental and safety regulations.
- **Complaints Resolution:** We follow fair dispute resolution protocols. Refunds are assessed proportionally, and customers must allow us to rectify any defects prior to

Terms and Conditions

seeking compensation or lodging disputes. A Non-Disparagement Agreement may be required prior to refund or rectification.

- **Customer Property:** We treat all vehicles with care and professionalism. Any items left in the vehicle are the customer's responsibility. We do not promise any removal, application of protection and reinstallation of interior accessories including baby seats. Any items left at our premises will be held for 6 months, after which they may be disposed of in accordance with the *Disposal of Uncollected Goods Act 1967*.

4. Scope of Services

We specialise in Coating installations using industry advanced and tested Coating technology, tailored to the automotive industry. Services are limited to what is itemised in your booking confirmation or invoice. Protection results are limited to pre-existing condition of vehicle. We endeavour to correct the condition of the vehicle exterior and interior prior to any installation of Coating and protection products. We may not be able to achieve desired results beyond our product technology should the pre-existing condition be beyond the state of being rectified by our service standards.

4a. Exclusions and Limitations:

- Deep scratches, burns, chipped paint or chemical stains cannot be fully corrected.
- Plastic/trim: Treated with safe cleaning agents only, cannot be restored to new condition.

4b. Service Inclusions and Exclusions: *(Includes decontamination wash, clay bar and paint correction as specified)*

Package	Inclusions	Exclusions	Expectations
Bronze	<ul style="list-style-type: none"> • 1 Stage paint correction • Gtechniq Crystal Serum LIGHT on paint, exterior windows and wheel faces • Gtechniq C4 exterior plastic trim 	<ul style="list-style-type: none"> • Interior protection • Wheel barrel, calliper coating • Deep scratch removal • Stone chips & touch ups • Coating door jams 	<ul style="list-style-type: none"> • Lifespan: Up to 5 years • Minor imperfections reduced not eliminated • Extra correction at additional fees
Silver	<ul style="list-style-type: none"> • Up to 2 Stage paint correction • Gtechniq Crystal Serum ULTRA coating, windows and wheel faces • Gtechniq C4 exterior plastic trim 	<ul style="list-style-type: none"> • Interior protection • Wheel barrel & callipers • Stone chips & touch ups • Coating door jams 	<ul style="list-style-type: none"> • Lifespan: Up to 9 years • Extra correction at additional fees
Gold	<ul style="list-style-type: none"> • Up to 2 Stage paint correction • Gtechniq Crystal Serum ULTRA coating, windows and wheel faces 	<ul style="list-style-type: none"> • Wheel barrel & callipers • Stone chips & touch ups 	<ul style="list-style-type: none"> • Interior protection requires reapplication every 12 to 18 months

Terms and Conditions

	<ul style="list-style-type: none"> Gtechniq C4 exterior plastic trim Interior clean and protection: leather, fabric, vinyl and plastics 	<ul style="list-style-type: none"> Coating door jams Electronic screen coating UV damaged plastic restoration Removal or reinstallation of internal car accessories and infant seats Heavy interior detailing Roof lining 	<ul style="list-style-type: none"> Lifespan: Up to 9 years Extra correction at additional fees Extra interior detail at additional fees
Graphene	<ul style="list-style-type: none"> Up to 2 Stage paint correction Kovalent or Alt. Brand Graphene coating, windows and wheel faces Gtechniq C4 exterior plastic trim Interior clean and protection: leather, fabric, vinyl and plastics 	<ul style="list-style-type: none"> Wheel barrel & callipers Stone chips & touch ups Coating door jams Electronic screen coating UV damaged plastic restoration Removal or reinstallation of internal car accessories and infant seats Heavy interior detail Roof lining 	<ul style="list-style-type: none"> Interior protection requires reapplication every 12 to 18 months Lifespan: Up to 9 years Extra correction at additional fees Extra interior detail at additional fees

All Services exclude the application of coating, handling, removal or reinstallation of any exterior accessories, such as 4x4 accessories, toolboxes/trays, roof racks, snorkels, spotlights etc. Customer is to remove all accessories prior to appointment if wishing to have obstructed areas protected. Failure to remove these accessories creates restricted access and obstruction and therefore the area behind or beneath will not be serviced accordingly.

5. Quotes, Bookings & Deposits

- Quotes are valid for 30 days.
- A **non-refundable deposit of 20% or up to 50%** for special circumstance projects is required to confirm bookings.
- Cancellations or changes within 48 hours of the booking may result in additional charges.
- Delayed drop-off or no-shows may forfeit your deposit.

6. Payment Terms

- Full payment is due upon completion and **prior to vehicle release**.
- Accepted methods: Cash, Bank transfer, EFTPOS, Visa/Mastercard, AMEX (surcharges apply).
- No post-service invoicing is provided unless being issued to a dealership on credit terms.

Warranty Coverage

- **Product Warranty:** Covers yellowing, peeling, cracking, discoloration, or fading of the coating itself, environmental damage like bird droppings, tree sap, or bug splatter.
- **Workmanship Warranty:** The company will reject workmanship claims after a 24-hour window post-handover of the completed vehicle. All workmanship related concerns must be reported within 24 hours.
- **Limitations:** Warranty is void if:
 - Aftercare instructions are not followed. Provided below at *schedule 12* and via our websites.
 - Damage is caused by environmental events, poor washing habits, or impacts.
 - Coating is removed by polishing, chemical products bearing pH level outside of the withstanding pH range of the applied product or tampered with.
- **Lodgement of Warranty:**
 - **Gtechniq Coatings:** <https://gtechniq.com.au/guarantee/>
 - **Kovalent Graphene:** <https://www.kovalentcoatings.com/warranty.php>
 - Alternative brands please ring our office for further instructions 1300 995 100.

9. Paint Integrity Disclaimer

- Resprayed or repaired paint may be compromised during the paint preparation process or the Coating application/removal.
- We take precautions (e.g. safe washing and polishing methods with professional grade products and tools) but are not liable for poor paint adhesion or existing paint thickness or damage.
- Responsibility for such damage remains with the manufacturer or prior repairer.

10. Customer Responsibilities

You agree to:

- Disclose any damage, repainting, coating, or repair history.

Terms and Conditions

- Deliver a clean vehicle. Excessively dirty vehicles may incur a cleaning fee.
- Remove valuables and personal items from the vehicle.
- Inspect the vehicle upon handover and raise any issues within 24 hours.
- Follow all aftercare instructions to retain warranty coverage.
- Have removed all vehicle accessories you wish for treatment to be applied beyond their obstruction.
 - We may not in some circumstances be able to access areas that are obstructed by external and internal vehicle accessories. We do not remove or reinstall such accessories.

11. Vehicle Storage & Abandonment

- Vehicles must be collected within 48 hours of completion unless otherwise agreed.
- Storage fees of **\$25/day** may apply after this period.
- Items left behind may be disposed of after 6 months per legislation.

12. Care Instructions (Post-Application)

To protect your Coating and retain warranty:

- Do not wash with soap for **7 days**.
- Do not expose to water within the first **12 hours**.
- Wash on a regular basis (2-4 weekly).
- Wash using pH-neutral soap, soft mitts, and low pressure.
- Towel dry. Use microfiber towels only, no chamois or abrasive materials. **MUST** dry after every clean.
- Avoid automatic/brush car washes.
- Remove droppings/sap promptly.
- Never polish or wax the Coating.
- Do not wash in the direct sunlight or when vehicle paint is hot to touch.
- Rinse vehicle before thoroughly before hand washing. Do not wash with contaminated bucket water or sponge. Wash wheels and lower bumpers with separate sponge and bucket.
- Further information at:

Product	URL
Gtechniq Crystal Serum	www.gtechniq.com/how-to-maintain-ceramic-coating/
Kovalent Graphene Matrix	www.kovalentcoatings.com/exploring-the-longevity-of-graphene-ceramic-coating/

13. Liability & Indemnity

- We are not liable for:
 - Pre-existing damage or hidden paint issues.
 - Damage or lack of care after vehicle collection.
 - Loss of use, income, or other indirect damages.
- Customers agree to indemnify us against all claims arising from a breach of these terms.

14. Force Majeure

We are not responsible for delays or cancellations due to factors beyond our control, including illness, supply chain issues, pandemics, war or natural events.

15. Intellectual Property

All templates, documents, and processes remain the exclusive property of Car Ceramic Protection. Reproduction without permission is prohibited.

16. Modification of Terms

We reserve the right to amend these terms. The latest version will always be available upon request or on our website.

17. Acknowledgement and Acceptance

By proceeding with our services, you acknowledge:

- You have read and understood these Terms and Conditions.
- You understand the limitations of Coating and normal installation characteristics.
- You agree to be bound by these terms.

This page has been left intentionally blank.