SIGNATURE DETAILING LTD.
Auto Detailing & Protection Studio · Since 2013

#4 – 3131 Delta Street, Victoria, BC V8Z 1A6
(250) 590-9644 · www.signaturedetailing.ca
GST/HST No. 773685516RT0001

Service Terms

Last updated: November 2026

Ceramic Coating · Paint Correction · Paint Protection Film · Window Tint · Interior Detailing

By booking a service or paying a deposit, you agree to these Service Terms. These Service Terms are linked in your booking confirmation and deposit invoice.

PART 1 — GENERAL TERMS

These General Terms apply to every service we provide.

1. About These Service Terms

1.1 These Service Terms apply to every service provided by Signature Detailing Ltd. ("Signature Detailing," "we," "us," or "our") to you, the customer who books the service ("you" or "your"). They are made up of the General Terms in Part 1, which apply to every service, and the service-specific terms in Part 2, which apply to the service you book.

1.2 Your specific package, covered areas, products, and any related work will be set out on the work order, estimate, invoice, or service package you select and we accept.

2. Deposit & Booking

2.1 A 25% deposit is required at the time of booking for every service, without exception.

2.2 Your appointment is not secured until the deposit has been received.

2.3 Your deposit is applied to your final invoice.

2.4 Your deposit reserves shop time, technician scheduling, and materials that are committed specifically to your vehicle and often cannot be offered to another client once you are booked in.

3. Cancellation & Rescheduling

3.1 Any cancellation or rescheduling request must be made at least 72 hours before your appointment time.

3.2 If you reschedule with at least 72 hours' notice, your deposit carries over to your new appointment date. The new date must be arranged with us and depends on availability, as our schedule may be booked up.

3.3 Deposits are not returned unless this 72-hour cancellation and rescheduling policy is followed.

3.4 Late changes, missed appointments (no-shows), and last-minute cancellations result in forfeiture of the deposit.

3.5 Please contact us as early as possible if anything changes, so we have the best chance to help and rework the schedule. If you request additional services after work has begun, completion dates and pricing may change.

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4. Pricing & Approvals

4.1 All prices are plus applicable taxes and are subject to inspection of your vehicle.

4.2 You agree to pay the quoted or otherwise approved price for the agreed services.

4.3 Quoted pricing is based on the condition of the vehicle as represented to us or observed at intake. If the condition is materially worse than expected, or if work outside the original scope is needed, additional time, labour, or materials may be required.

4.4 We will not perform any additional billed work without your prior approval.

4.5 Any quoted completion time is an estimate only. We are not liable for delays caused by curing or drying requirements, hidden defects, parts availability, weather or humidity conditions, supplier delays, equipment issues, or other circumstances beyond our reasonable control.

5. Payment

5.1 We accept credit card, debit, cash, and e-transfer.

5.2 The remaining balance is due in full upon completion and before the vehicle is released. Where permitted by law, we may keep the vehicle until payment has been made in full.

6. Your Vehicle & Pre-Existing Conditions

6.1 Your vehicle may have pre-existing defects or wear, including, but not limited to, scratches, swirl marks, rock chips, dents, staining, etching, oxidation, rust, prior repainting or bodywork, failing clear coat, glass or seal damage, trim wear, damaged upholstery, weakened plastics, aftermarket components, or other cosmetic or structural issues.

6.2 Depending on lighting, materials, and condition, our services may make some pre-existing defects more visible, less visible, or leave them unchanged. We are not responsible for pre-existing defects, including those that become more visible during or after service.

6.3 We are not responsible for correcting or concealing pre-existing defects unless that work is specifically included in your approved scope of work.

6.4 We do not repair dents, dings, or any other body damage. Pre-existing body damage remains your responsibility.

7. Your Responsibilities

7.1 You confirm that you are the owner of the vehicle or are otherwise authorized to approve services for it.

7.2 To the best of your knowledge, please tell us before work begins about anything that may affect the service or the result, such as prior bodywork or repainting, previous polishing, coatings, film or tint, clear coat concerns, or any known biohazard or unsanitary condition inside the vehicle.

7.3 You agree to follow all aftercare instructions we provide.

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8. Results, Inspection & Concerns

8.1 We use professional methods and commercially reasonable workmanship standards. Our services improve appearance and protection, but perfect results are never guaranteed.

8.2 Please inspect your vehicle at pickup. By accepting the vehicle, you confirm that the agreed work has been completed to the agreed scope, subject to normal curing characteristics and commercially reasonable industry tolerances.

8.3 If you have a concern about the quality of the service, please let us know within a reasonable time (or within any specific period stated in Part 2) and give us an opportunity to inspect the vehicle and, where appropriate, address any legitimate service-related issue. We are not obligated to provide refunds for conditions disclosed in advance as non-removable, partially correctable, or outside the agreed scope.

9. Warranties

9.1 Any manufacturer's product or film warranty is provided by the manufacturer, under the manufacturer's written terms, not by Signature Detailing, unless we state otherwise in writing.

9.2 Any workmanship warranty we offer is limited to the workmanship we expressly state in writing.

9.3 Warranty coverage may be reduced, denied, or voided by failure to follow aftercare instructions, improper washing or maintenance, neglect, chemical exposure, impact damage, accidents, vandalism, or tampering, as set out in the applicable warranty terms.

10. Limitation of Liability

10.1 We are not liable for damage, reduced performance, or loss of appearance caused by improper maintenance, third-party washing, harsh environmental exposure, pre-existing defects, or misuse or neglect after service.

10.2 To the fullest extent permitted by law, we are not liable for indirect, incidental, special, consequential, or punitive damages. Our total liability arising from these Service Terms or the services performed will not exceed the amount you actually paid for the specific service giving rise to the claim.

11. Pickup, Storage & Authorization

11.1 Please pick up your vehicle promptly once we let you know it is ready. Storage fees may apply to vehicles left beyond a reasonable pickup period after completion without prior arrangement.

11.2 You authorize Signature Detailing and its employees or contractors to operate, move, store, and service the vehicle as reasonably necessary to perform the agreed work.

12. Photography & Marketing

12.1 We may photograph or otherwise document the condition of your vehicle before, during, and after service for quality control, condition reporting, and internal records.

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12.2 We will use photos or video of your vehicle for marketing or portfolio purposes only if you opt in. Even then, we will not intentionally disclose personal identifying information.

13. Governing Law & Entire Agreement

13.1 These Service Terms are governed by and interpreted in accordance with the laws of the Province of British Columbia and the applicable federal laws of Canada.

13.2 These Service Terms, together with your work order, estimate, or invoice, form the entire understanding between you and us about the services, and replace any prior verbal discussions or informal understandings about them.

14. Agreement to These Service Terms

By booking a service or paying a deposit, you agree to these Service Terms.

Questions about these terms? Contact us at (250) 590-9644 or visit www.signaturedetailing.ca.

PART 2 — SERVICE-SPECIFIC TERMS

Each section below applies only to the service named, in addition to the General Terms.

15. Ceramic Coating

SERVICES

15.1 We install Cerakote Professional Ceramic Paint Coating (Pro Paint). Depending on the package you approve, the service may include washing, decontamination, polishing, paint correction, panel preparation, coating installation, guidance on protecting the coating while it cures, and a final inspection.

15.2 Ceramic coating is designed to improve gloss, slickness, water-repelling (hydrophobic) performance, and resistance to environmental contamination. It does not make your vehicle immune to scratches, rock chips, impact damage, abrasion, damage from improper washing, water spotting, or chemical etching.

15.3 Where paint correction is performed, we will make reasonable efforts to improve the finish safely. Perfection is not guaranteed, and deeper defects may remain if further correction would be unsafe or impractical.

CURING PERIOD & VEHICLE RELEASE

15.4 After application, the coating goes through a curing phase in which it bonds to the surface and hardens into a durable protective layer. It may feel dry within about 24 to 72 hours, but full curing can take up to 14 days. During this period the coating is more sensitive to environmental exposure and improper handling.

15.5 If weather, contamination risk, or scheduling make it impractical to release the vehicle right after installation, we may recommend a modified pickup time or protective handling steps in your best interest.

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AFTERCARE

15.6 Keep the vehicle out of the rain for the first 24 hours.

15.7 Do not wash the vehicle for the first 2 weeks.

15.8 For the first 24 to 72 hours, also avoid sprinkler exposure, chemical fallout, and unnecessary touching, wiping, or cleaning of coated surfaces. For the first 2 weeks, where possible, avoid harsh environments such as parking under trees, construction zones, and areas with heavy airborne debris.

15.9 Remove contaminants gently and as soon as reasonably possible, using coating-safe methods only. Common contaminants include bird droppings, bug residue, tree sap, pollen, hard-water sprinkler deposits, tar, and construction dust. Use only coating-safe cleaners and soft microfiber towels, and do not scrub aggressively or press hard when spot cleaning.

15.10 Strong acids, alkaline cleaners, fuel, brake fluid, industrial fallout, and other harsh chemicals can still damage coated surfaces. If exposure occurs, rinse and clean the area immediately with a coating-safe cleaner. Water spotting can still occur if mineral-heavy water dries on the vehicle; light spotting may be treated with a coating-safe maintenance product, and more serious spotting may require professional treatment at additional cost.

WASHING

15.11 We recommend hand washing with ceramic-safe products in cool or lukewarm water. Never use a hot-water pressure washer on a coated vehicle.

15.12 Wash the coated vehicle about every two weeks, or as needed. Recommended practices:

- Use a pH-neutral, ceramic-safe automotive shampoo.
- Wash in the shade, on a cool surface.
- Use clean microfiber wash media; a foam cannon or foam gun pre-soak is a good first step.
- Dry the vehicle immediately with clean, high-quality microfiber towels. Do not let water air-dry on the surface.

15.13 Do not use automatic or brush car washes (they void the warranty; see below), harsh chemicals, abrasive waxes, unknown maintenance products, or degreasers.

15.14 Over time, contaminants may embed in the surface and reduce performance. Periodic decontamination may be required, including an iron remover and, if needed, a tar remover, followed by proper washing and a maintenance treatment.

INSPECTION & SMALL ISSUES

15.15 Please inspect the coating with us at pickup. Small issues are usually fixed on the spot.

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BEST-IN-CLASS 5 YEAR LIMITED WARRANTY

15.16 **About the warranty.** CERAKOTE® Professional Ceramic Paint Coating ("Pro Paint") applied by a Cerakote ProTeam member is covered by Cerakote's Best-In-Class 5 Year Limited Warranty (the "Cerakote Warranty"). The Cerakote Warranty is offered by NIC Industries, Inc., the manufacturer of Cerakote products ("Cerakote"), not by Signature Detailing. This section summarizes Cerakote's published terms. Cerakote's official documents are available at:

- Best-In-Class 5 Year Limited Warranty: https://cerakoteceramics.com/best-in-class-5-year-limited-warranty/
- Pro Paint 5-Year Limited Warranty (full terms): https://cerakoteceramics.com/content/Pro%20Paint%20Limited%20Warranty%20-%202026.05.20.pdf

15.17 **Signature Detailing's requirement.** To keep the warranty active, your vehicle must come to Signature Detailing for a Ceramic Maintenance Wash at least once every 6 months. The Ceramic Maintenance Wash is $200 plus tax for vehicles coated with Cerakote by Signature Detailing; $250 plus tax for all other vehicles. The Ceramic Maintenance Wash covers Cerakote's required maintenance service described below. Home maintenance alone does not keep the warranty active. Automatic and brush car washes void the warranty.

15.18 **Coverage.** The Cerakote Warranty covers the loss of hydrophobic properties of the Pro Paint product under normal use and proper maintenance conditions. If a failure of the Pro Paint product is confirmed, Cerakote will provide replacement product for reapplication. Coverage is valid for up to five (5) years from the original application date (the "Warranty Period"), and proof of consistent six (6) month maintenance is required for all claims.

15.19 **Application requirement.** For the Cerakote Warranty to be valid, the Pro Paint product must be applied by a current member of the Cerakote ProTeam in accordance with Cerakote's guidelines.

15.20 **Registration.** Cerakote requires the warranty to be registered within 30 days of the initial coating application. Signature Detailing registers your coating with Cerakote for you, in-house, and provides Cerakote with the customer information it requests. At the time of application, we provide you with Cerakote's customer warranty brochure (the "Warranty Pack Brochure").

15.21 **Cerakote maintenance requirements.** To maintain warranty eligibility, the vehicle must undergo a maintenance service at least once every six (6) months. Each maintenance service must include:

- a full decontamination wash;
- inspection of the coating's hydrophobic properties; and
- application of Cerakote Platinum Rapid Ceramic Paint Sealant in accordance with Cerakote's guidelines.

15.22 Under Cerakote's terms, the Cerakote ProTeam member that applied the Pro Paint product is responsible for performing the maintenance requirements (see Transferability below for exceptions). Your part is to keep your maintenance appointments with us; we log each service. Every maintenance service must be recorded on the Warranty Pack Brochure and documented via Cerakote's Coating Inspection & Maintenance Form within 30 days of the service, and proof of all scheduled maintenance must be retained by both Signature Detailing and you. Failure to complete or document required maintenance may result in denial of a warranty claim.

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15.23 **What voids the Cerakote Warranty.** The Cerakote Warranty will be void and of no further force and effect if any of the following conditions are present:

- use of automatic car washes, including tunnel or brush style systems, on the coated vehicle;
- improper maintenance, misuse, neglect, or damage of the coated surface (for example, damage caused by road debris);
- modifications, improper application, handling, or maintenance of the Pro Paint product; or
- failure to notify Cerakote, in writing, of any warranty claim within the Warranty Period.

15.24 **Making a claim.** All warranty claims must be submitted through the original Certified ProTeam member that applied the Pro Paint product (or, if you move, see Transferability below). Cerakote's website asks that claims be filed within 30 days of identifying coating failure, and written notice of any claim must reach Cerakote within the Warranty Period. Claims must include:

- proof of original application by a ProTeam member;
- documentation of all required maintenance services; and
- clear photos or visual evidence of the claimed issue.

15.25 Cerakote reserves the right to inspect the vehicle or request additional information from the Cerakote ProTeam member, you, or both before approving any claim.

15.26 **Transferability.** The Cerakote Warranty is non-transferable except: (i) if you sell the vehicle within the Warranty Period and the new owner elects to continue servicing the vehicle with the Cerakote ProTeam member that originally applied the Pro Paint product; or (ii) if you move to a new location and elect to have the vehicle serviced by a Cerakote ProTeam member there, in which case that ProTeam member becomes responsible for performing the maintenance requirements and handling any warranty claims.

15.27 **Remedy limits.** The Cerakote Warranty is limited solely to the replacement of the Pro Paint product. Under Cerakote's terms, labour costs, application fees, and any additional services are not covered by Cerakote. Under no circumstances is Cerakote liable for incidental, special, consequential, or punitive damages arising from the use or inability to use any Pro Paint product. Other than the Cerakote Warranty, Cerakote makes no additional express or implied warranties regarding its Pro Paint products, including any warranties of merchantability or fitness for a particular purpose, and all such warranties are expressly disclaimed by Cerakote.

15.28 **Labour on approved claims.** Cerakote supplies replacement product only, but Signature Detailing covers the labour to reapply the coating on approved Cerakote warranty claims.

COATING-SPECIFIC LIMITS

15.29 We are not liable for reduced coating performance, staining, water spotting, coating degradation, or related issues caused by improper maintenance, harsh environmental exposure, pre-existing defects, or misuse after service.

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16. Paint Correction

SERVICES & SERVICE LEVELS

16.1 Depending on the service level you select, paint correction may include decontamination washing, clay treatment, masking, compounding, polishing, refining, gloss enhancement, and preparation for optional protection services such as ceramic coating. The exact process may vary based on paint condition, panel history, paint hardness, defect severity, and the service level approved at intake.

16.2 All paint enhancement and correction packages include Rupes Uno Advanced one-year sealant.

16.3 Paint correction may be offered as a one-stage, two-stage, or multi-stage service. Each level is designed to improve the finish to a different degree. No specific percentage of defect removal is guaranteed unless expressly stated in writing. We will recommend a level based on our professional inspection and test-spot results.

- 1-Stage correction typically focuses on noticeable gloss enhancement and moderate defect reduction.
- 2-Stage correction generally targets stronger correction with a compounding and refining process.
- Multi-Stage correction is more intensive and may be recommended for vehicles with heavier defects or higher finish expectations.

RESULTS & LIMITATIONS

16.4 Paint correction is a cosmetic improvement process. It is not a repaint, body repair, or restoration to factory-new condition. Some defects may remain visible after service, depending on paint depth, defect severity, prior repairs, age, and overall condition. Examples include:

- deep scratches, including random isolated deep scratches
- rock chips
- etching
- water spot damage
- oxidation
- pitting
- defects from previous repairs
- clear coat failure or delamination

16.5 **Safe clear-coat limits.** We will correct defects only to the extent we consider safe and reasonable in our sole professional judgment. Some defects will be intentionally left in place if further correction would require excessive clear-coat removal, pose a heat-related risk, weaken edges, or otherwise jeopardize the long-term integrity of the finish.

16.6 **Prior work and hidden conditions.** Your vehicle may have unknown prior polishing, repainting, body repair, sanding marks, thin clear coat, filler products, dealership dressings, glaze, or hidden defects that may not be visible until correction begins. Paint correction can reveal issues that were previously masked. We are not responsible for conditions caused by prior work, poor refinishing, unstable paint, or pre-existing damage.

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16.7 **Repainted panels and sensitive areas.** Repainted, blended, refinished, or non-OEM panels may respond unpredictably to polishing and may carry greater risk than original paint. Edges, body lines, trim-adjacent areas, piano-black surfaces, gloss-black trim, and delicate components also require reduced aggression. We may limit correction in these areas where necessary to preserve safety and finish integrity.

16.8 **Professional judgment and process changes.** You authorize us to choose the compounds, polishes, pads, machines, and process steps reasonably required to achieve the best safe result. If inspection or test-spot work shows that the approved process should be adjusted to protect the finish or improve efficiency, we may modify the process accordingly. Severe paint condition (for example, severe swirling, heavy etching, overspray, deeper-than-expected scratching, or prior poor correction work) may require additional billed correction, which we will only do with your approval.

> **Important Paint Correction Limitation**
> Paint correction improves and refines the finish, but perfection is not guaranteed. We will intentionally leave some defects if further removal would require unsafe clear-coat removal or pose an unnecessary risk to the finish.

PROTECTION & AFTERCARE

16.9 Corrected paint is best preserved with proper maintenance and quality protection. Beyond the included sealant, we strongly recommend a ceramic coating or other approved protection to help preserve gloss, reduce environmental bonding, and make ongoing maintenance easier. Protection services, if added, may be governed by their own terms or product-specific warranty requirements.

16.10 We recommend proper hand-washing methods, safe drying techniques, and quality maintenance products, and we recommend avoiding abrasive or poorly maintained automatic car washes. We are not responsible for swirls, scratches, staining, marring, or loss of appearance caused after delivery by improper maintenance, third-party washing, environmental exposure, or neglect.

17. Paint Protection Film (PPF)

SERVICES & INSTALLATION STANDARD

17.1 We supply and install LLumar Valor paint protection film (“PPF”) by Eastman. PPF installation is a custom service. Exact edge wrapping, seam placement, relief cuts, pattern use, and installation methods may vary depending on the vehicle’s design, panel shape, factory tolerances, prior repairs, and practical installation limitations.

17.2 PPF is installed to a high professional and commercially reasonable standard, but not to a microscopic, laboratory, or absolutely flawless standard. When minor and commercially reasonable, the following are not considered defects:

- slight moisture or hazing during cure
- minor dust contamination
- small edge imperfections
- visible seams, edges, or relief cuts where necessary

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- slight variation around complex curves, sensors, vents, badges, and wrapped edges
- film texture or optical variation visible under certain lighting

PAINT, REFINISH & ADHESION RISK

17.3 Installing, repositioning, trimming, or removing PPF may place stress on painted or refinished surfaces. Repainted panels, blended panels, repaired areas, or poorly bonded paint may be more likely to lift, peel, chip, delaminate, or otherwise fail during installation or later film removal.

17.4 We are not responsible for paint failure, clear coat failure, lifting, peeling, or related damage arising from non-OEM paint, prior repairs, weak substrate adhesion, rust, existing stone chips, or pre-existing deterioration.

17.5 If the vehicle has existing film, vinyl, decals, wrap material, adhesive, coatings, or accessories, removing them may reveal or cause paint damage, ghosting, adhesive residue, broken clips, trim damage, or surface defects not visible beforehand. We are not responsible for these outcomes where they result from pre-existing conditions, age, prior repairs, or material failure.

17.6 If we discover a condition that makes installation unsuitable or materially higher-risk than expected, we may pause work pending your further approval, revise pricing, or decline to continue.

CURING & AFTERCARE

17.7 Do not wash the vehicle for at least 7 days after installation, or longer if we advise. During this time, do not pick at film edges or otherwise disturb the installation.

17.8 Never pressure wash near the film edges.

17.9 Moisture pockets, haziness, slight distortion, or minor surface irregularities visible immediately after installation may reduce or disappear during the curing period. LLumar notes that the film may take up to 30 days to fully cure, and that there may be some haze and condensation during this period.

17.10 LLumar's recommended care after the curing period: hand wash with soap and water, and wax once or twice a year with a non-abrasive wax. To prevent lifting, avoid automatic car washes and spraying the film edges with a high-pressure nozzle, high-powered pressure steam, or a power washer.

INSPECTION & FOLLOW-UP

17.11 Any concerns must be reported to us within 2 weeks of pickup for inspection.

17.12 You agree to return the vehicle for a brief post-installation check-up (about 10 minutes) within the timeframe we recommend, so we can address any minor edge lifting, settling, or other correctable issues before the film is fully cured. If you do not return for the check-up, we may be limited in our ability to correct minor curing-related issues.

LLUMAR VALOR LIMITED WARRANTY

17.13 **About the warranty.** LLumar Valor is backed by Eastman Performance Films, LLC's ("Eastman's") manufacturer's limited 12-year warranty when installed by an authorized LLumar dealer, such as Signature Detailing. Learn more about LLumar Valor at:

- https://llumar.com/en/paint-protection-film/valor/

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17.14 **Coverage.** The warranty covers manufacturing defects in the film, as defined in Eastman's LLumar Paint Protection Film Limited Warranty, for 12 years from the date of purchase.

17.15 **Approved claims.** On an approved claim, you receive replacement film plus removal of the affected film and reinstallation labour, at no charge to you.

17.16 **Eligible surfaces.** The warranty applies to film installed on fully cured OEM (original equipment manufacturer) painted surfaces. It does not apply to film installed over repainted, aftermarket-painted, or vinyl surfaces, or on non-painted surfaces such as headlights, indicator lights, chrome, or carbon fibre trim.

17.17 **Keeping your coverage.** Follow our aftercare instructions and LLumar's recommended care. Coverage does not apply where the film has been subjected to abuse, improper care, or abrasive or unapproved cleaning agents, or where any non-wax coating or supplemental clear coat (other than ceramic coating) has been applied to the film. The film's water-repelling (hydrophobic) performance can vary with environmental conditions and is not part of the warranty.

17.18 **Making a claim.** Keep your original receipt and your LLumar warranty registration card, which we complete for you at installation. If you notice an issue, contact us to arrange an inspection.

17.19 **Transferability.** The warranty belongs to the original purchaser and is not transferable.

17.20 In addition, warranty claims may be denied where failure is caused by impact damage, abrasion, neglect, improper washing, chemical exposure, automatic car washes, accidents, vandalism, tampering, racing, off-road use, environmental fallout, or failure to follow aftercare instructions.

17.21 Our obligation under any valid workmanship claim is limited to reasonable repair or replacement of the affected film area only.

18. Window Tint

SERVICES & INSTALLATION STANDARD

18.1 We supply and install LLumar CTX window film. Your film shade, visible light transmission (VLT), windows covered, and any removal work will be set out on your work order, estimate, or invoice.

18.2 Window tint installation is a custom service. Film coverage, edge setbacks, pattern use, heat shrinking, and installation methods may vary depending on vehicle design, glass shape, dot-matrix borders, factory tolerances, prior repairs, and practical installation limitations.

18.3 **Tint laws.** Where you select a specific shade or configuration, you are responsible for confirming that the requested tint level complies with applicable laws, regulations, and inspection requirements.

18.4 Window tint is installed to a high professional and commercially reasonable standard, but not to a microscopic, laboratory, or absolutely flawless standard. When minor and commercially reasonable, the following are not considered defects:

- slight moisture or hazing during cure
- minor dust contamination
- small light gaps at edges

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- slight edge setbacks
- minor contamination near dot-matrix borders
- film settling marks
- optical variation visible under certain lighting or glass angles

GLASS, DEFROSTER & REMOVAL RISK

18.5 Tint installation, heat shrinking, cleaning, preparation, and especially removal of existing film may place stress on glass, trim, seals, electronics, antennas, sensors, and rear defroster lines. Vehicles with existing tint, aftermarket glass, aged film, prior repairs, damaged seals, weakened trim, or compromised defroster lines may be more likely to experience cosmetic or functional issues.

18.6 We are not responsible for damage or failure arising from pre-existing rear defroster weakness, antenna damage, aftermarket glass defects, prior repairs, brittle trim, weak clips, or pre-existing deterioration, or for adhesive residue, defroster-line damage, antenna damage, broken clips, trim damage, or surface defects revealed or caused by removing existing tint, decals, adhesive, or accessories, where these result from pre-existing conditions, age, prior repairs, or material failure.

18.7 If we discover a condition that makes installation unsuitable or materially higher-risk than expected, we may pause work pending your further approval, revise pricing, or decline to continue.

CURING & AFTERCARE

18.8 For at least 5 days, or longer if we advise, do not roll down tinted windows, disturb film edges, apply stickers, or clean the inside of the glass.

18.9 Moisture pockets, haziness, slight distortion, or minor surface irregularities visible immediately after installation may reduce or disappear during the curing period. Some minor water distortion or temporary haze may persist after pickup and should be assessed under normal lighting conditions.

18.10 Avoid ammonia-based or abrasive cleaners to preserve the appearance and performance of the film.

INSPECTION & WARRANTY

18.11 Any concerns must be reported to us within 2 weeks of pickup for inspection.

18.12 LLumar CTX film is backed by LLumar's limited lifetime warranty, under LLumar's terms. Warranty claim work includes labour.

18.13 Warranty claims may be denied where failure is caused by scratching, seatbelt impact, sharp objects, neglect, improper cleaning, chemical exposure, vandalism, tampering, accidents, or failure to follow aftercare instructions.

18.14 Our obligation under any valid workmanship claim is limited to reasonable repair or replacement of the affected tinted glass area only.

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19. Interior Detailing

SERVICES

19.1 We will perform the interior detailing services you select. Services may include, but are not limited to:

- vacuuming and interior wipe-downs
- deep cleaning of carpets and upholstery
- stain treatment, shampooing, or extraction
- leather cleaning and conditioning
- plastic and vinyl cleaning
- headliner spot cleaning
- interior glass cleaning
- odour treatment
- other agreed-upon interior reconditioning services

19.2 The exact scope of work depends on the package you select, your vehicle's condition, and any additional services you approve. Actual service time may vary based on vehicle size, level of contamination, drying requirements, stain severity, and pet hair removal.

PET HAIR, SOILING & BIOHAZARDS

19.3 Pet hair is assessed at inspection and quoted accordingly. If there is an extreme amount of pet hair, we may decline the job or refer you to a local business that specializes in pet hair removal.

19.4 Additional charges may apply for excessive soiling, bodily fluids, mould, sand, salt, or other conditions that require substantially more labour, specialty products, or additional time. As with all additional billed work, we will ask for your approval first.

19.5 If the vehicle contains bodily fluids, mould, mildew, insects, rodent contamination, needles, human or animal waste, or other hazardous or unsanitary materials, we reserve the right to refuse service, stop work, or apply additional charges. You must tell us about any known biohazard or unsanitary condition before service begins.

PERSONAL BELONGINGS

19.6 Please remove all personal belongings, valuables, cash, documents, medications, firearms, and other important items from the vehicle before service. While we take reasonable care, we are not responsible for the loss of, or damage to, personal items left inside the vehicle. Any personal belongings we find during the detail are gently placed in a small box, usually on the back seat or passenger seat, and we will let you know where to find them.

SERVICE LIMITATIONS

19.7 **No guarantee of complete restoration.** Interior detailing is not a restorative repair service. We do not guarantee the complete removal of all stains, odours, pet hair, sand, salt, spills, mould, discolouration, or other contamination. Some conditions may be permanent or only partially correctable, depending on the material, severity, duration, and any prior damage.

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19.8 **Delicate materials.** Some interior materials, including aging leather, fragile plastics, Alcantara, suede, headliners, aftermarket upholstery, and heavily worn surfaces, may be sensitive to agitation, moisture, heat, or chemical exposure. We will use professional judgment when cleaning these areas and may limit or decline certain procedures where there is an elevated risk of damage.

19.9 **Odour treatment.** Odour treatment may reduce or improve unpleasant smells caused by smoke, pets, food spills, mildew, or other contamination, but we do not guarantee complete odour elimination in every case. Some odours may return due to contamination beneath carpets, inside seat foam, under trim, inside ventilation systems, or in other inaccessible areas.

19.10 **Electrical and mechanical components.** Modern vehicle interiors often contain sensitive electrical systems, seat controls, sensors, infotainment components, wiring, and heated or cooled seats. We will use reasonable care around these components, but we are not liable for failures caused by pre-existing weakness, hidden defects, prior water intrusion, poor aftermarket installation, or previously damaged components.