

## Finishing Touch Glasscoat Vehicle Appearance Protection Limited Warranty

Customer Name		Issue Date		FTC	
Street Address		City, State And Zip Code			
Area Code and Telephone Number					
Vehicle Identification Number		Year	Make And Model		<div style="border: 1px solid black; padding: 2px;">New</div> <div style="border: 1px solid black; padding: 2px;">Used</div>
Dealer Name		Dealer Address		Product Purchase Price:	
<b>TERM OF COVERAGE: 3 Years</b>					

**THE FINISHING TOUCH GLASSCOAT VEHICLE APPEARANCE PROTECTION PRODUCT IS APPLIED TO PROTECT THE VEHICLE:**

**PAINT PROTECTION PROTECTS** against weather induced fading, oxidation, loss of gloss, permanent hard water etching, industrial fallout, bird droppings, tree sap, and acid rain, and much more (see **Coverage** for Specific details).

**INTERIOR PROTECTION PROTECTS** against fading and permanent staining caused by food, drink, stains, and more through normal use (see **Coverage Section** for specific details).

Customer Name (Printed)	X	Customer Signature
Dealership Representative Name (Printed)	X	Dealer's Representative Signature

**NOTE:** If repair or replacement is required, the Administrator will attempt to match the color with the adjoining area; however, the Administrator assumes no responsibility for matching or repairing undamaged surfaces.

**REPAIR OF DAMAGE:** Within thirty (30) calendar days of first noticing any damage to the treated area, **YOU** must call **1-800-835-2025** for repair procedures. **Failure to notify the Administrator within the thirty (30) calendar daytime period will cause this Limited Warranty to be null and void. Upon following this procedure, the Administrator will provide you with specific instructions on how to proceed. No claim will be honored if any repair is commenced without the prior approval of the Administrator.**

All repairs that may be covered under this Limited Warranty will be made at reasonable industry standards and at a repair facility specified by the Administrator.

**If the vehicle listed herein is involved in a collision or other occurrence involving damage to an area protected by this Limited Warranty, YOU must notify the Administrator within thirty (30) calendar days of completion of repairs. If notice is not given, then this Limited Warranty shall automatically become null and void. If the Administrator is notified within the same period, then an authorized Finishing Touch Glasscoat auto dealer must inspect the vehicle to determine if re-application must be completed to this area in order to maintain benefits under the Limited Warranty.**

**INCIDENTAL AND CONSEQUENTIAL DAMAGES EXCLUDED:** **YOU** shall not be entitled to recover from the Administrator, the successors or assigns any consequential damages, damage to property, damages for loss of use, loss of time, loss of profits or income or any other incidental damages.

- THE PURCHASE OF THIS LIMITED WARRANTY IS NOT REQUIRED EITHER TO PURCHASE OR TO OBTAIN FINANCING FOR A MOTOR VEHICLE.
- **PARTIES:** This is a product Limited Warranty and is not insurance. This Limited Warranty is between the Administrator and **You**, the customer/owner of the listed vehicle above. It is not subject to state insurance laws but is subject to state law concerning warranties.
- **DEALERSHIP:** In order for this Limited Warranty to be valid, this form must be completed and submitted to the Administrator within forth-five (45) days from the date of application of the Finishing Touch Glasscoat Vehicle Appearance Protection.
- This Limited Warranty is based upon the performance of the permanently applied Finishing Touch Glasscoat Vehicle Appearance Protection and is therefore non-refundable and non-cancellable.
- The Finishing Touch Glasscoat Vehicle Appearance Protection can only be purchased in conjunction with and on the date of purchase of the above-referenced vehicle.

**WAIVER:** I choose not to purchase the Finishing Touch Glasscoat Vehicle Appearance Protection. By not purchasing the Finishing Touch Glasscoat Vehicle Appearance Protection, I fully understand that should any of the occurrences covered by the Limited Warranty occur, I **CANNOT** file a claim with the Administrator for benefits covered under this Limited Warranty.

X

Customer Signature

Date

## EXTERIOR - PAINT PROTECTION COVERAGE SECTION

**VEHICLE CARE:** Maintain the exterior of your vehicle as set forth in the vehicle owner's manual. Washing by hand or automatic car wash is acceptable. You may use an automotive soap, available at your local auto parts store, to remove heavy dirt provided the heavy dirt is pressure-sprayed off first to prevent scratching the vehicle's surface during washing. WAXING is not necessary, but you may, if you use a non-abrasive wax only. Please immediately remove any substance on the vehicle's surface, bird droppings, tree sap, etc. that may leave a permanent stain on the vehicle's finish. The Administrator does not guarantee against any substance that may damage the vehicle surface, unless specifically stated.

The Administrator hereby guarantees to the customer that if the original manufacturer's paint finish of the vehicle listed herein treated with Finishing Touch Glasscoat Paint Protection is affected by **weather induced fading or loss of gloss, oxidation, water spotting on chrome, hard water etching, bird droppings, insects (including love bugs), industrial fallout, tree sap, de-icing agents such as liquid or any dry magnesium and/or calcium, road salt, sand abrasion, acid rain, brake dust staining on aluminum alloy wheels, and accidental paint overspray**, the Administrator will authorize payment for repair of said condition as stated, and will authorize reapplication of Finishing Touch Glasscoat Paint Protection. This Limited Warranty applies only to the factory painted vehicle. This coverage also includes headlight lens restoration due to lens becoming dull or faded.

## INTERIOR PROTECTION COVERAGE SECTION

**VEHICLE CARE:** Maintain the interior of your vehicle as set forth in the vehicle owner's manual. Blot up spills immediately, do not wipe up spills; that only increases the spill area. Flush with water and blot.

The Administrator hereby guarantees to the customer that the treated interior consisting of the seats, side panel, and carpeting, and trim of the vehicle listed herein which has been properly treated with Finishing Touch Glasscoat Interior Protection will not become permanently damaged from the date of application as a result of **soiling due to spills of water, food and oils, dyes, inks, dirt; fading or discoloration; cracking of dashboard; Sun's UV damage; mold and mildew; chewing gum; crayons; lipstick/makeup; blood, urine, pet stains, vomit; rips and tears less than four (4) inches long or punctures and burns up to one (1) inch in diameter**. In the event the treated interior becomes permanently damaged, the Administrator will authorize payment for repair or replacement of the damaged area and will authorize reapplication of Finishing Touch Glasscoat Interior Protection as stated herein. **NOTE: If damage has been caused by dyes or inks, the repair/replacement is limited to professional dyeing of the carpet, upholstery, or leather/ vinyl surfaces.**

## GENERAL PROVISIONS

**EXCLUSIONS:** **Pre-existing conditions**, damage from natural causes, normal wear and tear, damage caused by pets (other than blood, vomit and urine), acts of abuse, vandalism, alterations, intentional acts, misuse, negligence, acts which would cause abnormal discoloration or deterioration, fire, flood, wind, lightening, hail, acids (except acid rain), harsh or corrosive chemicals, stone abrasion, paint chipping, peeling, cracking, spotting, or separating; exhaust system, decals and/or graphic designs, mechanical or moving parts, truck beds inside panels, railings, inside tailgates, headliners, steering wheels, seat belts, aftermarket floor mats, aftermarket trunk and/or cargo area carpet, suede surfaces, any damage caused by impact or collision, scratches, dings, dents. Vehicle manufacturer defects and/or damages covered in the Vehicle manufacturer's warranty. Re-painted vehicles, prior to or after the sale, are not covered. Any and all aftermarket and/or factory or dealer plastic/fiberglass components/add-on components include: All van conversion add-ons and related components, all body ground affects and related components and any other modifications/alterations to the Original Manufacturer's factory vehicle, before or after the vehicle is sold. If the vehicle, listed on the front of this Finishing Touch Glasscoat Vehicle Appearance Protection Limited Warranty was authorized by the Administrator claims department to be painted partially and/or completely during the term of this Limited Warranty, and paint damage or defects occur to those re-painted areas, the repairing facility's guarantee will take precedence over the Finishing Touch Glasscoat Vehicle Appearance Protection Limited Warranty. Vehicles over current plus ten (10) model years do not qualify for coverage. Coverage does not apply if your vehicle is used for commercial purposes including, but not limited to competitive driving, taxi or livery, snow plowing, or used for hire to the public or used to transport people for hire or if your vehicle is used for municipal or professional emergency or police services.

**NOTE:** Finishing Touch Glasscoat Vehicle Appearance Protection is not a substitution for nor responsible for cleaning and maintenance of said vehicle. It is the responsibility of the customer to make every effort to remove stain(s) prior to calling the claims department.

**RENTAL CAR REIMBURSEMENT:** During the time when your vehicle is being repaired for a covered claim, you may qualify for rental car reimbursement of up to forty-five dollars (\$45) per day for the number of days approved based on the limits of this limited warranty. Rental car reimbursement will not continue beyond the day that repairs are completed, and you are notified of the completion.

### DEFINITIONS:

**Finishing Touch Glasscoat Vehicle Appearance Protection** is a permanently applied paint or interior protection product applied to the Vehicle.

**New Vehicle (including Lease)** means any vehicle within current and four (4) model years old, regardless of mileage.

**Used Vehicle** means any vehicle older than current plus four (4) model years and less than current plus ten (10) model years, regardless of mileage.

**Vehicles over current plus ten (10) model years do not qualify for coverage.**

**Vehicle** shall refer to the automobile, truck, SUV or van listed on the Registration page of this limited warranty.

**You and Your** shall refer to the **CUSTOMER** who signs and is listed on the Registration page of this Warranty who purchased the Finishing Touch Glasscoat Vehicle Appearance Protection.

**Term** shall refer to the period of time this limited warranty shall be in effect from the date **You** purchased the Finishing Touch Glasscoat Vehicle Appearance Protection until the end of the Term as indicated on the Registration page of this limited warranty.

**Dealer** shall refer to the provider of the Finishing Touch Glasscoat Vehicle Appearance Protection listed on the Registration Page of this limited warranty. The Dealer must be an authorized provider of the Finishing Touch Glasscoat Vehicle Appearance Protection.

**Hard Water Etching** shall refer to mineral and water deposits that have collected on the Treated Surfaces of the **Vehicle** and that **You** are unable to remove.

**Warrantor, Administrator:** Century Automotive Service Corporation, PO BOX 3809, Albuquerque, NM. 87190-3809, 1-877-778-3450. The Warrantor/Administrator's performance under this Limited Warranty is insured by an insurance policy issued by American Commerce Insurance Company, 3590 Twin Creeks Dr, Columbus, OH 43218-2579. Telephone 1-800-222-2114. If a covered claim is not paid within sixty (60) days after proof of loss has been filed, you may file a claim with American Commerce Insurance Company at the address listed above.

## CLAIMS

### CLAIMS PROCEDURE:

**IN THE EVENT OF A CLAIM, YOU, THE CUSTOMER, MUST DO THE FOLLOWING OR THE LIMITED WARRANTY WILL RESULT IN DENIAL OF COVERAGE:**

**CUSTOMER'S RESPONSIBILITIES:** YOU must notify the Administrator at 1-800-835-2025 within thirty (30) days after the problem appears. **EXTERIOR CLAIM PROCEDURE:** Upon receipt of the claim, an appointment for the inspection of the vehicle will be scheduled at a location specified by the Administrator. **INTERIOR CLAIM PROCEDURE:** Finishing Touch Glasscoat Vehicle Appearance Protection is not a cleaning service and guarantees only against permanent damage. To open a claim, documentation from a cleaning facility is required to ensure the stain(s) is permanent. When you call the toll-free number, you will be instructed where to mail or fax the documentation showing the attempt to remove said stain. Once the documentation had been verified by the Administrator, a claim will be opened. If such inspection indicates that Interior permanent damage and/or Exterior oxidation has occurred, the Administrator shall provide the remedy outlined herein.

NOTE: For claims regarding any and all manufacturer's defects, peeling, flaking of paint and/or clearcoat, manufacturer's liability will take precedence over the Finishing Touch Glasscoat Vehicle Appearance Protection Limited Warranty.

**YOU MUST RECEIVE AUTHORIZATION FROM THE ADMINISTRATOR PRIOR TO BEGINNING ANY REPAIRS COVERED BY THIS AGREEMENT.**

**NO CLAIM WILL BE PAID WITHOUT PRIOR APPROVAL FROM THE ADMINISTRATOR. The Administrator reserves the right to select and utilize a repair facility of the Administrator's choice.**

### REPAIR LIMITATIONS:

**NEW VEHICLES:** If required, we will authorize payment to repair (including repainting the exterior or replacing the interior) the damaged portions of the covered vehicle that are covered by this limited warranty. Please note: For damage caused by Rips, Tears, Punctures or Burns, the repair obligations shall be limited to cleaning, repairing and/or replacing the damaged interior fabric, carpet or vinyl/leather surfaces with either an upholstery insert or replacement of the seating component and may not include replacement of the entire seat cover, seat back, armrest and/or carpet.

**USED VEHICLES:** If required, we will authorize payment to repair (with limitations) the damaged portions of the covered vehicle that are covered by this limited warranty. The repairs will be limited to professional detailing which may include: (1) buffing, polishing or wet sanding the exterior painted surfaces and reapplication of the Finishing Touch Glasscoat Vehicle Appearance Protection; (2) Professional cleaning and re-dyeing (if required) of the interior fabric, vinyl/ leather surfaces and reapplication of the Finishing Touch Glasscoat Vehicle Appearance Protection. For damage caused by Rips, Tears, Punctures or Burns the repair obligations shall be limited to cleaning and/or repairing the damaged interior fabric, carpet, or leather/vinyl surfaces.

### LIMITS OF LIABILITY:

**NEW or USED VEHICLES:** Administrator will, at its own discretion, authorize the cleaning, dyeing, polishing, restoration or replacement of the damaged portion of the treated surfaces and only the damaged portion of the treated surfaces to the extent possible, at no charge to you.

**ALL VEHICLES:** at no time shall the Administrator provide authorization for repair of the damaged portion of the treated surface(s) that exceed the current value of the Vehicle as determined by the National Automotive Dealers Association (N.A.D.A.) Official Used Car Guide average trade in value at the time that the limited warranty claim is made, assuming repairs have been made. It is at the full discretion of the Administrator to implement and determine the repair. When repairing, replacing, or repainting the interior or exterior of any treated surfaces, it may not always be possible to exactly match the color and/or texture of the undamaged treated surfaces. These discrepancies are not covered, and Administrator is not responsible for such instances. Administrator reserves the right to inspect any damaged portion of the treated surfaces prior to authorizing payment of any remedy.

### SPECIAL STATE REQUIREMENTS AND DISCLOSURES

#### THIS AGREEMENT IS AMENDED TO COMPLY WITH THE FOLLOWING STATE REQUIREMENTS AND DISCLOSURES:

**California:** The following disclosure(s) are added to this Limited Warranty:

This Limited Warranty is a product warranty and not insurance. It is not subject to state insurance laws but is subject to state law concerning warranties.

Failure to sign and return the first page of this Limited Warranty does not diminish Your rights under this Limited Warranty.

**Georgia:** REPAIR OF DAMAGE is amended as follows:

The sentence, "Failure to notify the Administrator within the thirty (30) calendar daytime period will cause this Limited Warranty to be null and void," is deleted and replaced with, "Failure to notify the Administrator within the thirty (30) calendar period will result in denial of coverage."

**Hawaii:** The following disclosure(s) are added to this Limited Warranty:

Unresolved complaints concerning a registered Warrantor or questions concerning the regulation of a Warrantor may be addressed to the Hawaii Department of Commerce and Consumer Affairs at P.O. Box 3614, Honolulu, HI 96811, ph. 1 (808) 586-2790.

**Maryland:** The following disclosure(s) are added to this Limited Warranty:

This Limited Warranty is a product warranty and is not insurance.

Obligations of the Warrantor under this Limited Warranty are guaranteed under a reimbursement insurance policy by American Commerce Insurance Company. In the event the Warrantor fails to pay any claim or make any refund or consideration due within sixty (60) days after proof of loss has been filed, You may file a direct claim with American Commerce Insurance Company at 3590 Twin Creeks Drive, Columbus, OH 43218-2579, ph. 1 (800) 222-2114.

**Massachusetts:** THIS AGREEMENT IS A PRODUCT WARRANTY AND IS NOT INSURANCE.

**Mississippi:** This Limited Warranty is regulated by the Mississippi Motor Vehicle Commission, 1755 Lelia Dr., Ste. 200, Jackson, MS 39216, ph. 1 (601) 987-3995.

**Nebraska:** This Limited Warranty is non-transferrable.

**New Jersey:** The following disclosure(s) are added to this Limited Warranty:

**THIS LIMITED WARRANTY IS A PRODUCT WARRANTY, NOT INSURANCE, AND IS UNDER THE PURVIEW OF THE DIVISION OF CONSUMER AFFAIRS.**

Any questions concerning this Limited Warranty may be directed to the Division of Consumer Affairs at 124 Halsey St., Newark, NJ 07101, ph. 1 (973) 504-6200, or at their website ([www.njconsumeraffairs.gov](http://www.njconsumeraffairs.gov)).

Any questions regarding the Limited Warranty reimbursement insurance policy may be directed to the New Jersey Department of Banking and Insurance at 20 West State St., P.O. Box 325, Trenton, NJ 08625, ph. 1 (800) 446-7467, or at their website ([www.state.nj.us/dobi/index.html](http://www.state.nj.us/dobi/index.html)).

Obligations of the Warrantor under this Limited Warranty are guaranteed under a reimbursement insurance policy by American Commerce Insurance Company. In the event We cease to operate, are bankrupt or Your claim is not paid within sixty (60) days after proof of loss has been filed, You may file a direct claim with American Commerce Insurance Company at 3590 Twin Creeks Drive, Columbus, OH 43218-2579, ph. 1 (800) 222-2114.

**Ohio:** This **Limited Warranty** is not subject to the insurance laws of Ohio, contained in Title XXXIX of the Ohio Revised Code.

**Oklahoma:** The following disclosure(s) are added to this Limited Warranty:

The Warrantor of this Limited Warranty is Century Automotive Service Corporation, P.O. Box 3809, Albuquerque, NM 87190-3809. Century Automotive Service Corporation's Oklahoma Service Warrantor Association license number is **44199013**.

Coverage afforded under this Limited Warranty is not guaranteed by the Oklahoma Insurance Guaranty Association.

This Limited Warranty is not issued by the manufacturer or wholesale company marketing this product, nor will this Limited Warranty be honored by such manufacturer or wholesale company.

The following cancellation language is added to "Terms and Conditions," and supersedes any similar language:

**CANCELLATION BY YOU:** You may cancel this Limited Warranty at any time by notifying the Warrantor in writing of Your intent to cancel. If You cancel this Limited Warranty within thirty (30) days of the Sale Date, We shall refund the full Limited Warranty Purchase Price. If You cancel this Limited Warranty after the first thirty (30) days, Your refund shall be based upon one hundred percent (100%) of the unearned pro rata Purchase Price, less any claims paid and less a service charge of ten percent (10%) of the Purchase Price or fifty dollars (\$50.00), whichever is less.

**CANCELLATION BY WARRANTOR:** If We cancel this Limited Warranty for any reason, Your refund shall be based upon one hundred percent (100%) of the unearned pro rata Purchase Price, less any claims paid.

In the event of cancellation, the lienholder, if any, shall be named on the refund check, and, in the event of cancellation upon repossession, the sole payee.

**Oregon:** The following disclosure(s) are added to this Limited Warranty:

This Limited Warranty is non-transferrable.

In the event that **You** do not receive satisfaction under this Limited Warranty, You may contact the Oregon Department of Insurance, Department of Consumer and Business Services, Consumer Advocacy Unit at 350 Winter St. NE, Room 440, Salem, OR 97309, toll-free ph. 1 (888) 877-4894.

Obligations of the Warrantor under this Limited Warranty are guaranteed under a reimbursement insurance policy by American Commerce Insurance Company. In the event We cease to operate, are bankrupt or Your claim is not paid within sixty (60) days after proof of loss has been filed, You may file a direct claim with American Commerce Insurance Company at 3590 Twin Creeks Drive, Columbus, OH 43218-2579, ph. 1 (800) 222-2114.

**Texas:** Any unresolved issues regarding this Limited Warranty or the Warrantor may be addressed with the Texas Department of Licensing and Regulations, P.O. Box 12157, Austin, TX 78711, ph. 1 (512) 463-6599.

**Virginia:** If any promise made in this Limited Warranty has been denied or has not been honored within sixty (60) days after Your request, You may contact the Virginia Department of Agriculture and Consumer Services, Office of Charitable and Regulatory Programs at [www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml](http://www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml) to file a complaint.

**Washington:** The following disclosure(s) are added to this Limited Warranty:

This Limited Warranty is considered to be a Protection Product Guarantee, subject to the requirements of Chapter 48.110 RW. All references to Limited Warranty are deleted and replaced with Protection Product Guarantee.

Our obligations under this Protection Product Guarantee are guaranteed by a reimbursement insurance policy (USA-001 XOL) issued by American Commerce Insurance Company. You, as a Protection Product Guarantee Holder, are entitled to apply directly and without delay to American Commerce Insurance Company for payment or performance due, at 3590 Twin Creeks Drive, Columbus, OH 43218-2579, ph. 1 (800) 222-2114.

**Wisconsin:** Payment of this Limited Warranty has been made in full at the time of the purchase of this product.