



FINISHING TOUCH CLEAN 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		<input type="checkbox"/> NEW <input type="checkbox"/> PREOWNED
DEALER NAME		DEALER ADDRESS		PRODUCT PURCHASE PRICE: \$ _____	

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

<input type="checkbox"/>	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. <i>*See coverage section for specific details.</i>	PURCHASE PRICE: \$ _____
<input type="checkbox"/>	INTERIOR PROTECTION Protects against fading and permanent staining caused by food, drink, oil based stains, and more through normal use. <i>*See coverage section for specific details.</i>	PURCHASE PRICE: \$ _____
<input type="checkbox"/>	ANTIMICROBIAL INTERIOR PROTECTION Protects against germs, bacteria, viruses, fungi, mold, mildew and other harmful micro-organisms, as well as existing allergens and odors. <i>*See coverage section for specific details.</i>	PURCHASE PRICE: \$ _____

_____ X _____
 CUSTOMER NAME (Printed) CUSTOMER SIGNATURE

_____ X _____
 DEALERSHIP REPRESENTATIVE NAME (Printed) 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.

LIMITED PRODUCT WARRANTY TERM:

NEW: Any vehicle 4 years or newer on the agreement date is considered new and will receive 7 years of coverage commencing from the agreement date.

PREOWNED: Any vehicle between 5 years and 10 years old on the agreement date will receive 5 years of coverage commencing from the agreement date.

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 day time 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 CLEAN 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. Any implied warranties, such as the warranty of merchantability and the warranty of fitness for a particular purpose, are limited to the duration of this limited warranty. some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

- The purchase of this Finishing Touch Protection Package is not required either to purchase or to obtain financing for a motor vehicle. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
- **PARTIES:** This Limited Warranty, 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 CLEAN Vehicle Appearance Protection.
- This Limited Warranty is based upon the performance of the permanently-applied FINISHING TOUCH CLEAN Vehicle Appearance Protection and is therefore non-refundable and non-cancellable.
- The FINISHING TOUCH CLEAN Vehicle Appearance Protection can only be purchased in conjunction with and on the date of purchase of the above-referenced vehicle.

 X
 Customer Signature
 S_FTPA_M_0622

 Date

EXTERIOR - PAINT PROTECTION COVERAGE

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 CLEAN 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 CLEAN 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

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 CLEAN 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; 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 CLEAN Interior Protection as stated herein. **NOTE: If damage has been caused by dyes or inks, the repair/replacement is limited to professional dying of the carpet, upholstery or leather/vinyl surfaces.**

ANTIMICROBIAL INTERIOR PROTECTION COVERAGE

ANTIMICROBIAL INTERIOR PRODUCT WARRANTY

WHAT WE COVER:

Coverage includes odor, discoloration and staining damage caused by microbes, including bacteria, fungi, algae and mold to treated fabric, vinyl or leather, door trim and carpets. Coverage also includes odors caused by microbes from treated HVAC System ductwork.

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 limited 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 CLEAN 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 CLEAN 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.

ANTIMICROBIAL INTERIOR PROTECTION COVERAGE EXCLUSIONS:

Limited Warranty Limitations and Exclusions:

- **Interior.** The Antimicrobial product actively resists microbes and germs that cause bacteria and viruses that make contact with treated surfaces, and prevents odors caused by microbes including bacteria, fungi, algae, mold and mildew. However, FINISHING TOUCH CLEAN is not responsible for non-treated surfaces including, without limitation, passengers and cargo. The limited warranty for treatment of an odor is limited to cleaning the Vehicle and retreating it with the Antimicrobial product. We are not responsible for passengers that become sick from microbes, viruses and bacteria.

NOTE: FINISHING TOUCH CLEAN 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.

DEFINITIONS: FINISHING TOUCH CLEAN 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 Limited Warranty who purchased the FINISHING TOUCH CLEAN Vehicle Appearance Protection. **Term** shall refer to the period of time this Limited Warranty shall be in effect from the date Finishing Touch Clean Vehicle Appearance Protection Limited Warranty was issued 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 CLEAN Vehicle Appearance Protection listed on the Registration Page of this limited warranty. The Dealer must be an authorized provider of the FINISHING TOUCH CLEAN 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.

GENERAL PROVISIONS Cont.

Administrator Warrantor: Century Automotive Service Corporation, PO BOX 3809, Albuquerque, NM. 87190-3809, 1-877-778-3450. The Administrator Warrantor'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. The completion and return of this Limited Warranty application form is a condition of the Limited Warranty Coverage.

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 CLEAN 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 CLEAN 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.

FOR OUR CLAIMS DEPARTMENT PLEASE CALL: 1-800-835-2025

REPAIR LIMITATIONS:

The limits of liability and benefits are for same new and used vehicles.

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 CLEAN Vehicle Appearance Protection; (2) Professional cleaning and re- dying (if required) of the interior fabric, vinyl/leather surfaces and reapplication of the FINISHING TOUCH CLEAN 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, dying, 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.

State Disclosures: The following state variations shall control if inconsistent with any other terms and conditions:

CALIFORNIA: If there is registration information on the first page this is for product registration. Failure to complete and return this registration does not diminish your rights under this Limited Warranty.

INDIANA: This service contract is not insurance and is not subject to Indiana insurance law.

MASSACHUSETTS: Purchase of a vehicle protection product is not a condition for financing a retail purchase of a motor vehicle. **THIS AGREEMENT IS A PRODUCT WARRANTY AND IS NOT INSURANCE.**

OREGON: You may address unresolved complaints concerning a warrantor or questions concerning the regulation of a warrantor to the Oregon Department of Consumer and Business Services 350 Winter Street NE, Salem, OR 97309-0405 or call (503) 378-4100.

TEXAS: If You purchased this Agreement in Texas, unresolved complaints concerning a registered warrantor or questions concerning the regulation of a warrantor may be addressed to the Texas Department of Licensing and Regulation. P.O. Box 12157, Austin, Texas 78711, telephone number (512) 463-2905 or (800) 803-9202.

WASHINGTON: This agreement is a Protection Product Guarantee in which Century Automotive Service Corporation, is the Product Guarantee Provider. If you wish to file a claim directly with our reimbursement carrier American Commerce Insurance Company, please do so at 3590 Twin Creeks Dr, Columbus, OH 43218.