

Limited Warranty & Service Policy

Your complete guide to service expectations, aftercare, warranty coverage, and the MACH10 Satisfaction Guarantee.

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About Your Coating

Congratulations on choosing MACH10 Ceramic Protection. You've made an excellent investment in your vehicle's protection and appearance that will provide years of superior performance when properly maintained.

MACH10 is a professional-grade nano-ceramic coating developed by aerospace engineers, specifically designed to protect your factory clear coat while enhancing gloss and making maintenance significantly easier.

Your MACH10 coating offers superior resistance to environmental contaminants, UV damage, oxidation, and chemical etching. However, ceramic coating is a **low-maintenance** solution — not a no-maintenance one. The performance and longevity of your investment depend on following the maintenance requirements outlined in this document.

How to Use This Document

This document serves as your complete guide to understanding what to expect before, during, and after your ceramic coating service. It also constitutes a legally binding agreement between you and MACH10 regarding all aspects of our service relationship, warranty coverage, and your ongoing obligations as a customer.

Please read this entire document carefully before your scheduled service appointment. By proceeding with service scheduling, making payment, or allowing MACH10 to perform work on your vehicle, you acknowledge that you have read, understood, and agree to be bound by all terms and conditions contained herein.

If you have any questions, please contact MACH10 immediately using the same contact information used to schedule your service. We are committed to ensuring you fully understand your investment and what's required to protect it.

Pre-Service Expectations & Requirements

Deposit Policy & Cancellation Terms

A deposit is required to secure your service appointment. This policy exists because MACH10 reserves specific time slots, orders materials, and may decline other customers to accommodate your scheduled service.

Deposit Refund

Your deposit is fully refundable if cancellation occurs at least seventy-two (72) hours prior to your scheduled appointment time.

Late Cancellation

Cancellations made less than seventy-two (72) hours before the scheduled appointment will result in forfeiture of the entire deposit amount. This policy is strictly enforced because last-minute cancellations prevent us from rebooking the time slot and result in lost revenue and wasted preparation.

Rescheduling

Rescheduling requests made less than seventy-two (72) hours before the appointment are treated as cancellations and will result in deposit forfeiture. Contact us as soon as possible to avoid deposit loss and secure a new appointment time.

Emergency Exceptions

Exceptions may be made at the sole discretion of MACH10 management in cases of documented emergencies, severe weather, or other extraordinary circumstances. However, you should plan accordingly to meet the seventy-two (72) hour requirement.

Vehicle Preparation & Accessibility

Vehicle Accessibility

Your vehicle must be accessible and available at the scheduled appointment time. The vehicle must be unlocked and positioned in a location that provides adequate space for our technicians to work around it safely and effectively.

Utility Requirements

Water and electrical power must be available within reasonable distance of the vehicle location. If adequate utilities are not available, you may be responsible for additional charges for generator rental or water transport, or service may need to be rescheduled.

Personal Items

MACH10 services are performed exclusively on the vehicle's exterior — we do not work on the interior. However, we always encourage customers to remove any valuable or personal property from the vehicle prior to the appointment to ensure nothing is at risk during the service process.

Parking & Access Permissions

Parking must be in a safe, legal location with adequate workspace. You are responsible for obtaining any necessary permissions — building management, homeowners associations, or other authorities. Failure to secure proper permissions may result in service cancellation and deposit forfeiture.

Outdoor & Mobile Installation

MACH10's coating and application process are engineered for mobile, outdoor installation. Our technicians are trained to manage all environmental conditions — including direct sunlight, wind, and weather — as part of the standard service. **You do not need to provide shelter, shade structures, or any form of coverage for your vehicle.**

If conditions are truly extreme (active thunderstorm, hurricane-force winds, etc.), our team will coordinate with you on the best path forward. Rain before, during, or after application is not an issue — MACH10 is built for this.

Service Duration & Scheduling

Typical Duration

A standard MACH10 service typically requires six (6) to eight (8) hours, including vehicle preparation, paint correction, coating application, and quality inspection. Time may vary based on vehicle size, condition, and service package.

Quality Over Speed

MACH10 prioritizes quality over speed. Our technicians will take whatever time is necessary to ensure proper surface preparation, coating application, and curing for optimal results.

Scheduling Flexibility

While we provide estimated completion times, plan for potential variations. Factors like unexpected paint conditions may require additional time to maintain our quality standards.

Payment Terms

Accepted Methods

Payment must be made by credit or debit card. We do not accept cash or check payments. This ensures secure transaction processing and protection for both parties.

Payment Processing

The remaining balance after your deposit is due upon completion of service and will be automatically charged to the card on file unless alternative arrangements have been made in advance with MACH10 management.

Card Validity

You are responsible for ensuring that the payment method on file remains valid and has sufficient funds for the full service amount.

Additional Services

If additional work becomes necessary during the course of service (such as extended paint correction beyond the standard scope), your technician will discuss it with you and obtain your approval before proceeding. No surprise charges will be applied without your consent.

Pre-Existing Damage & Liability

MACH10 is not responsible for any pre-existing damage to your vehicle, regardless of whether such damage was known to you prior to service. Pre-existing damage includes scratches, swirl marks, chips, dents, paint defects, clear coat failure, oxidation, fading, water spot etching, or any other cosmetic or structural damage present before service begins.

Our preparation process may reveal pre-existing damage that was not immediately visible under normal conditions. Poor lighting, dirt, wax buildup, or other factors can mask damage that becomes visible during professional inspection. Discovery of such pre-existing damage does not constitute damage caused by MACH10 and is not covered under any warranty or guarantee.

New Vehicles

Even brand-new vehicles may have pre-existing damage from manufacturing, transport, dealer preparation, or lot exposure. Our preparation process may reveal this damage. You acknowledge that discovery of such damage does not create liability for MACH10.

Paint Correction (One (1)-Step Polish Standard)

Every MACH10 service includes a comprehensive one (1)-step polish designed to enhance gloss and remove minor surface imperfections. This typically removes approximately seventy percent (70%) of swirl marks, light scratches, and oxidation, significantly improving appearance and providing an optimal surface for coating application.

Limitations

Deeper scratches, severe oxidation, water spot etching, or significant damage may require a two (2)-step polish (available upon request for additional cost, providing up to ninety percent (90%) improvement). Some damage — such as clear coat failure, deep etching, or sun fade — cannot be corrected through any polishing process.

Service Damage Protection

MACH10 maintains comprehensive insurance and employs trained, experienced technicians using professional-grade equipment. We follow industry best practices to minimize risk during service.

Any alleged damage must be reported immediately upon discovery and before the vehicle leaves the service location. MACH10 reserves the right to obtain independent assessment to determine causation.

Liability for confirmed service-related damage is limited to the cost of professional repair, not to exceed the total service amount paid. We are not liable for consequential damages, loss of use, or diminished value.

Aftercare Instructions

Your MACH10 coating provides excellent protection, but it is low maintenance — not no maintenance. Consistent care keeps your coating performing at its peak and protects your investment.

Your maintenance program has three parts: a critical 3—4 day cure period, regular bi-weekly cleaning, and the annual warranty service that keeps your investment protected even when life gets in the way.

Critical First 3—4 Days (Cure Period)

The coating continues hardening during this period and needs special care.

Avoid:

- Parking under trees (sap, pollen, debris)
- Washing or abrading the surface
- Allowing contaminants (bird droppings, water spots, sap) to sit in the sun

If contamination occurs: Remove bird droppings, water spots, or tree sap immediately using the maintenance practices described below.

If guidelines are not followed: Failure to follow cure period guidelines may result in reduced coating bonding strength and is not covered under warranty.

Water & rain: Rain is no problem following application of your MACH10 coating. If the vehicle gets wet, simply inspect all surfaces and remove any water spots with a damp microfiber towel.

Regular Bi-Weekly Cleaning

We recommend cleaning every two (2) weeks for optimal performance. Your MACH10 coating is low maintenance — not no maintenance. The single best habit is wiping away water spots as they form using your MACH10 Maintenance Spray. Fresh water spots take seconds to remove; left to bake in the sun, they bond to the surface and become significantly harder to correct.

When regular maintenance is skipped, you may notice:

- Water spots forming from sprinklers or rain
- Reduced water beading and hydrophobic performance
- Road grime and environmental buildup
- Slightly diminished gloss

These changes are expected and are addressed during your annual service. However, vehicles with heavy water spot accumulation may require additional appointment time beyond the standard service for complete restoration. Staying on top of basic upkeep between services is the easiest way to keep your coating looking its best.

MACH10 Maintenance Spray (Recommended)

Bottles can be purchased at MACH10USA.COM.

Apply MACH10 Maintenance Spray one panel at a time, wipe with a clean microfiber towel using straight-line motions, then follow with a second clean towel for a streak-free finish. This makes cleaning your vehicle as easy as cleaning your countertops.

Alternate Approved Cleaning Method

If your vehicle is excessively dirty (caked-on mud, dirt, or debris):

- High-quality rinseless wash products or pH-neutral car wash soaps using the two-bucket method or foam cannon, followed by a drying towel
- Touchless car washes using pH-neutral solutions are acceptable when no spray wax or sealant options are selected. High-pH or acidic presoak washes may degrade coating performance over time.

WILL VOID WARRANTY

Strictly prohibited methods and products:

- Brush-style automatic car washes
- Household detergents or dish soap
- Abrasive cleaners, acids, or harsh chemicals
- Bug and tar removers or solvent-based products
- Polishing or paint correction without written authorization from MACH10
- Applying waxes, sealants, or additional ceramic coatings over MACH10 (these make it impossible to evaluate coating performance for warranty claims)

Environmental Protection

- **Water spots:** Wipe away with MACH10 Maintenance Spray as soon as they form
- **Bird droppings:** Remove immediately — contains acid that can permanently etch the surface within hours
- **Tree sap:** Remove fresh sap with Maintenance Spray and gentle wiping
- **Road salt / industrial fallout:** Remove as soon as possible to prevent bonding
- **Drying:** Always use high-quality, clean microfiber towels with dabbing motions. Dry in shade when possible.

Annual Warranty Service — \$150

Required for all warranty packages. Your annual service allots two (2) hours for a technician to restore your coating's performance and appearance. For vehicles that have been well-maintained throughout the year, this is more than enough time. Vehicles with heavy water spotting or significant environmental buildup may need an additional appointment to achieve complete restoration.

What's included:

- Mobile service at your home or office (water + power hookups required)
- Complete exterior wash and decontamination
- Clay bar treatment to remove embedded contaminants
- Chemical water spot removal
- Full coating inspection and reapplication of MACH10 to any areas not performing properly, including any stock parts or panels that have been repaired or repainted
- Plastic trim restoration
- Tire and wheel deep cleaning
- Lifetime packages: fresh TopCoat application

CRITICAL

This service must be completed within thirty (30) days of each anniversary date. Missing this service permanently voids your warranty coverage. MACH10 will send a courtesy reminder prior to your anniversary date, but scheduling is your responsibility.

Third-Party Detailer Requirements

If using another detailer, you must provide written instructions: no polishing, compounding, or paint correction. No waxes, sealants, or protective coatings. Use only pH-neutral soaps and approved methods. You are responsible for ensuring compliance. Damage from third-party services voids warranty coverage.

What to Expect Between Annual Services

Normal (addressed at annual service): light water spotting, gradual reduction in hydrophobic performance, environmental contamination buildup, general dulling from exposure.

Reduced Slickness or Hydrophobic Feel

Loss of slickness or hydrophobic performance is an indicator of surface contamination — not coating failure. Heavy contaminant exposure or extended neglect can cause buildup that masks the coating's properties. A clay bar treatment will deeply clean the surface and restore slickness and water beading. This

treatment is performed as part of your Annual Maintenance Detail (AMD) service and can also be performed by the customer at any time. Best practice is to address contamination as it occurs rather than allowing it to accumulate.

Not normal (contact us immediately): coating peeling or flaking, severe staining or discoloration.

Satisfaction Guarantee

MACH10 stands behind the quality of every installation. Our Satisfaction Guarantee ensures that if we missed anything, we make it right.

What the Satisfaction Guarantee Covers

The Satisfaction Guarantee covers the **exterior detail and coating application**. If, after your MACH10 service is completed, you notice an area of your vehicle where our coating application did not meet our standard — for example, a spot that was missed, an area with uneven application, or a section that was not properly finished — we will send a technician back to your location to touch up and correct the affected area at no additional charge.

How It Works

1. **Report the issue:** Contact MACH10 using the same information from your original appointment. Let us know what area needs attention.
2. **We schedule the touch-up:** We will coordinate a convenient time to send a technician to your location to inspect and correct the concern.
3. **We make it right:** Our technician will address the specific area at no cost to you.

What the Satisfaction Guarantee Does Not Cover

- Refunds, credits, or monetary compensation of any kind
- Deep scratches that could not be removed with a two (2)-step polish
- Paint chips
- Issues caused by improper maintenance, third-party services, or prohibited products (see Aftercare Instructions)
- Pre-existing paint defects, damage, or conditions present before coating application
- Normal environmental wear between annual services (water spotting, reduced beading, etc.)
- Damage from accidents, physical impact, or abuse

The Satisfaction Guarantee is a **service-only commitment** — we will return and perform additional work to bring the exterior detail and coating application to standard. It does not entitle the customer to any form of refund, discount, credit, or other monetary remedy.

Warranty Coverage

What This Warranty Covers

Your ceramic coating comes with warranty protection that covers reapplication of the MACH10 coating if it fails to perform as expected under normal use and proper maintenance. This warranty does not cover paint correction, repainting, or compensation for vehicle damage — it specifically covers the coating itself.

When maintained through the required annual service, the warranty protects against oxidation, loss of gloss, UV damage, acid rain, and paint chalking.

How the Warranty Works

Your warranty stays active as long as you complete your annual maintenance service each year. The coating requires bi-weekly maintenance per the Aftercare Instructions, but we understand life gets busy. The annual service exists as your warranty protection.

Coverage Periods

Five (5)-Year Package: Five years of protection with required annual service.

Ten (10)-Year Package: Ten years of protection with required annual service.

Lifetime Package: Protection for as long as you own the vehicle, with required annual service plus fresh TopCoat each year.

What Voids Your Warranty

- Using car washes with brushes or contact systems
- Having the vehicle polished without our written authorization
- Applying waxes, sealants, or other products over the coating
- Using harsh chemicals, acids, or bug/tar removers
- Missing your annual maintenance service

What's Not Covered

Environmental Damage

Water spots, mineral deposits, and etching from hard water, sprinklers, or inadequate drying are your responsibility. The coating does not prevent water spots under all conditions.

Physical Damage

Scratches, chips, swirl marks, and other physical damage are not covered, regardless of cause.

Pre-Existing Conditions

Any paint defects, clear coat failure, or other issues that existed before coating application — including damage on new vehicles from manufacturing, transport, or dealer preparation.

Usage Exclusions

Commercial use, racing, off-road use, or modifications that affect coated surfaces.

Accident & Bodywork Coverage

If your vehicle is damaged in an accident and the coating is affected, we will reapply coating to the repaired areas for a one hundred fifty dollar (\$150) service fee. Reapplication must be requested within ninety (90) days of completing bodywork repairs. You or your insurance provider are responsible for all bodywork, paint repair, and surface preparation. Reapplication must be performed by MACH10 or an authorized representative.

Filing a Warranty Claim

IMPORTANT

Contact us within thirty (30) days of noticing an issue. Provide photos and make the vehicle available for inspection. Claims submitted after thirty (30) days will not be considered.

MACH10 reserves the right to determine whether alleged coating failure is covered based on professional assessment of coating condition and maintenance history. If approved, we will schedule reapplication at no charge. Warranty reapplication is performed as a mobile service at your location, similar to your original appointment.

Geographic & Transfer Restrictions

Warranty coverage is valid only within the continental United States. If you relocate outside the service area, warranty service may not be available, and no compensation will be provided for inability to access coverage.

Warranty coverage is non-transferable and applies only to the original purchaser. Vehicle ownership transfer voids all warranty coverage.

Legal Terms & Dispute Resolution

Binding Arbitration Agreement

You and MACH10 agree that any disputes, claims, or controversies arising from this agreement, the services provided, or warranty coverage shall be resolved exclusively through binding arbitration rather than in court, governed by the Federal Arbitration Act.

Arbitration shall be conducted by a single arbitrator through the American Arbitration Association (AAA) Commercial Arbitration Rules, or if unavailable, another nationally recognized service selected by mutual agreement. Arbitration takes place in the county of MACH10's principal place of business unless otherwise agreed.

By agreeing to arbitration, both parties waive their right to trial by jury and to participate in class action lawsuits or other collective legal proceedings. The arbitrator's decision is final and binding.

Scope

This covers all claims including breach of contract, warranty claims, negligence, fraud, misrepresentation, consumer protection violations, and any other legal theories. It also applies to claims against MACH10's employees and agents. Exceptions: small claims court and claims for injunctive relief.

Costs

Each party bears their own attorney's fees. Arbitrator fees and administrative costs are shared equally, except that MACH10 may advance costs for parties demonstrating financial hardship.

Liability Limitations

MACH10's total liability for any claims shall not exceed the total amount paid for the specific service in question. You waive any right to consequential, punitive, or indirect damages including lost profits, diminished value, or loss of use.

Your exclusive remedy for warranty claims is reapplication of coating as specified in the warranty terms.

Agreement Enforceability

This agreement is legally binding without requiring your physical signature. By scheduling service, making payment, or allowing MACH10 to perform work, you agree to all terms herein. This agreement supersedes all prior agreements, representations, or understandings.

If any portion is deemed unenforceable, the remainder stays in effect. Any legal proceedings shall be conducted in state courts in the county of MACH10's principal place of business. This agreement may only be modified through written amendment signed by an authorized MACH10 representative.

QUESTIONS OR CONCERNS

Contact MACH10 using the same information from your original appointment. We encourage open communication throughout the life of your coating.

LEGAL NOTICE: This agreement is legally binding and enforceable without requiring customer signature. By proceeding with service scheduling or payment, you agree to all terms and conditions contained herein. If you do not agree with any provision, do not proceed with service and contact MACH10 immediately.