



Limited Lifetime Warranty & Service Policy

Your complete guide to service expectations, aftercare and warranty coverage.

MACH10USA.COM · (877) 566-1638

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KEY TERMS AT A GLANCE

WHAT YOU BUY	Three things: a MACH10 ceramic coating professionally installed on your vehicle’s exterior, the Limited Lifetime warranty on that coating, and access to MACH10’s annual service program for as long as you own the vehicle.
WARRANTY TYPE	This is a LIMITED warranty. It covers reapplication of the coating only. It does not cover your paint, your vehicle, or any refund.
HOW LONG	Coverage begins on the date your coating is installed and runs for as long as you own the vehicle, provided the annual service below is kept current.
REGISTRATION	Every MACH10 coating is registered to your vehicle’s Carfax record, so your coverage is documented against the vehicle identification number rather than resting on a receipt you have to keep.
CONTINUING COVERAGE	One \$150 service visit per year, per vehicle, plus applicable sales tax, billed separately from your installation. Entirely your choice — continue for as long as you own the vehicle, or stop at any time.
SERVICE VISITS	\$150 plus applicable sales tax per visit — any visit, any reason. Annual service, maintenance wash, recoat after bodywork, or a warranty claim. One flat price covers the technician coming to you. Coating material under an approved warranty claim is free; the visit is not.
IF YOU STOP	Coverage ends and nothing else happens. No penalty, no cancellation fee, nothing owed. Your coating stays on the vehicle; what ends is our obligation to reapply it.
TRANSFERABLE?	No. Coverage ends when you sell or transfer the vehicle.
YOUR REMEDY	Reapplication of coating at no charge for materials or labor, subject to the \$150 service visit fee. No refunds, credits, or monetary compensation of any kind.
DISPUTES	Binding arbitration. You waive jury trial and class actions. See Section 05.

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SECTION 01

About Your Coating

Congratulations on choosing MACH10 Automotive. You have made a real investment in your vehicle's protection and appearance. MACH10 is a professional-grade nano-ceramic coating designed to protect your factory clear coat while enhancing gloss and making maintenance significantly easier. It offers superior resistance to environmental contaminants, UV damage, oxidation and chemical etching. MACH10 installs a single product: one layer of MACH10 Lifetime ceramic coating, maintained indefinitely through the annual service described in Section 04.

Low maintenance is not no maintenance

The performance and longevity of your coating depend on following the maintenance requirements in this document. A ceramic coating reduces how much work your vehicle needs. It does not eliminate it.

How to use this document

This document is your complete guide to what to expect before, during and after your service. It also constitutes a legally binding agreement between you and MACH10 covering our service relationship, your warranty, and your ongoing obligations as a customer. Please read it in full before your appointment. By scheduling service, 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 contained here. If anything is unclear, contact us using the same information you used to schedule. We would rather answer a question now than have you discover a term later.

SECTION 02

Pre-Service Expectations & Requirements

Deposit policy & cancellation

A deposit is required to secure your appointment, because we reserve a technician's day, order materials, and may decline other customers to accommodate you.

There is one deadline, and it applies equally to cancelling and to rescheduling:

- **More than seventy-two (72) hours before your appointment** — you may cancel or reschedule at no cost. Your deposit is refunded in full.
- **Within seventy-two (72) hours of your appointment** — your deposit is forfeited in full. This applies whether you cancel the appointment or move it to another date. Rescheduling inside seventy-two (72) hours forfeits your deposit exactly as cancelling does, and booking a new appointment requires a new deposit.

Exceptions may be made at MACH10's sole discretion for documented emergencies or severe weather.

Vehicle preparation & access

Your vehicle must be accessible, unlocked, and positioned with adequate space for our technician to work around it safely. Water and electrical power must be available within reasonable distance; if they are not, additional charges for generator rental or water transport

may apply, or service may need to be rescheduled.

MACH10 works exclusively on the vehicle's exterior. We do not service interiors. We still encourage you to remove valuables before the appointment.

Parking must be safe and legal with adequate workspace. You are responsible for obtaining any permissions required — building management, HOA, or other authorities. Failure to secure them may result in cancellation and deposit forfeiture.

Outdoor & mobile installation

MACH10's coating and process are engineered for mobile, outdoor installation. You do not need to provide shelter or shade. Rain before, during or after application is not a problem. If conditions are genuinely extreme — active thunderstorm, hurricane-force winds — our team will coordinate with you on the best path forward.

Service duration

A standard MACH10 installation typically requires six (6) to eight (8) hours including preparation, paint correction, coating application and inspection. Time varies with vehicle size, condition and scope. We prioritize doing it properly over doing it quickly.

Payment terms

Payment is by credit or debit card. We do not accept cash or check. The balance after your deposit is due on completion and will be charged automatically to the card on file unless other arrangements are made in advance. You are responsible for keeping that card valid and funded.

If additional work becomes necessary during service, your technician will discuss it with you and obtain your approval first. No charge is applied without your consent.

Pre-existing damage

MACH10 is not responsible for pre-existing damage to your vehicle, whether or not you knew about it. This includes scratches, swirl marks, chips, dents, paint defects, clear coat failure, oxidation, fading and water spot etching.

Our preparation process frequently reveals damage that was not visible beforehand under dirt, wax buildup or poor lighting. Discovery of pre-existing damage is not damage caused by MACH10 and is not covered by any warranty or guarantee. This applies to new vehicles as well, which routinely carry defects from manufacturing, transport or dealer preparation.

Paint correction — one-step polish standard

Every MACH10 installation includes a one (1)-step polish to enhance gloss and remove minor surface imperfections. This typically removes roughly seventy percent (70%) of swirl marks, light scratches and oxidation.

Deeper scratches, severe oxidation or water spot etching may require a two (2)-step polish, available for an additional charge, providing up to ninety percent (90%) improvement. Some damage — clear coat failure, deep etching, sun fade — cannot be corrected by any polish.

Service damage

Any alleged damage must be reported immediately on discovery and before the vehicle leaves the service location. MACH10 may obtain an independent assessment to determine causation. Liability for confirmed service-related damage is limited to the cost of professional repair and will not exceed the total service amount paid. We are not liable for consequential damages, loss of use or diminished value.

SECTION 03

Aftercare Instructions

Your maintenance program has three parts: a critical 3–4 day cure period, regular bi-weekly cleaning, and the paid annual service that keeps your warranty active.

Critical first 3–4 days (cure period)

The coating continues hardening during this period. During it, avoid parking under trees, avoid washing or abrading the surface, and do not let contaminants sit in the sun.

If contamination occurs, remove bird droppings, water spots or tree sap immediately using the methods below. Failure to follow cure period guidelines may reduce coating bonding strength and is not covered under warranty.

Rain is not a problem. If the vehicle gets wet, inspect all surfaces and remove any water spots with a damp microfiber towel.

Regular bi-weekly cleaning

We recommend cleaning every two (2) weeks. The single best habit is wiping away water spots as they form. Fresh water spots take seconds to remove; left to bake in the sun they bond to the surface and become much harder to correct.

When regular maintenance is skipped you may notice water spots from sprinklers or rain, reduced beading, road grime buildup, and slightly diminished gloss. These are expected and are addressed at your annual service — though vehicles with heavy accumulation may require additional appointment time beyond the standard two hours.

Approved methods

- MACH10 Maintenance Spray, applied one panel at a time, wiped with clean microfiber in straight-line motions, followed by a second clean towel.
- High-quality rinseless wash or pH-neutral car wash soap using the two-bucket method or foam cannon, followed by a drying towel.
- Touchless car washes using pH-neutral solutions, with no spray wax or sealant option selected. High-pH or acidic presoaks may degrade coating performance over time.

THESE WILL VOID YOUR WARRANTY

- Brush-style or contact 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 a warranty claim

Environmental protection

- **Water spots** — wipe away as soon as they form.
- **Bird droppings** — remove immediately; acid can permanently etch the surface within hours.
- **Tree sap** — remove fresh with Maintenance Spray and gentle wiping.
- **Road salt and industrial fallout** — remove as soon as possible to prevent bonding.
- **Drying** — clean microfiber, dabbing motions, in shade where possible.

Third-party detailers

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

What to expect between annual services

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

Reduced slickness or beading indicates surface contamination, not coating failure. A clay bar treatment deeply cleans the surface and restores it. This is performed as part of your annual service and can also be done by you at any time.

Not normal — **contact us immediately:** coating peeling or flaking, severe staining or discoloration.

Warranty Coverage & The Annual Service

PLEASE READ THIS SECTION IN FULL

This is a limited warranty — it covers reapplication of the coating and nothing else. Coverage comes with your installation at no extra charge. Keeping it active requires one \$150 service visit per year, and that is entirely optional. Every service visit costs the same \$150 plus applicable sales tax, whatever the reason. All of that is explained in full below.

Warranty coverage is not required — it is yours to continue or stop

Your Lifetime warranty is included with your installation. It stays in force for as long as you own the vehicle, provided the annual service is kept current.

Continuing that coverage is entirely your choice. Keep it going for as long as you own the car, or stop at any point you like. There is no penalty, no cancellation fee, no notice period and nothing owed. Your coating is yours either way.

For continued warranty coverage, the annual service is \$150 per visit, per vehicle, plus applicable sales tax, billed separately from your installation price at the time the service is performed.

One price for any service visit

MACH10 charges a single flat fee of \$150 for any service visit to your vehicle — whatever the reason. That covers your annual service, a maintenance wash, a recoat after bodywork, and a visit to honor an approved warranty claim. There is no separate or higher price for any of these. Sales tax is added at the rate applicable where the service is performed.

WHAT THE FEE IS, AND IS NOT

The \$150 pays for a technician to travel to you and perform the work. It is not a charge for the coating. Where an approved warranty claim requires the coating to be reapplied, the coating itself and the labor to apply it are provided at no cost — you pay only the \$150 visit fee that applies to every visit we make.

PLAINLY STATED

Annual service, if you choose to continue	\$150 per visit, per vehicle, plus sales tax
Included in your installation price?	No — billed separately each year
Required?	No. Only needed if you want coverage to continue.
Can you stop?	Any time. No penalty, no fee, nothing owed.

MACH10 may adjust the annual service price with written notice at least sixty (60) days before your next anniversary date. Your coverage terms will not otherwise change.

What the annual service visit includes

Two (2) hours of technician time at your home or office (water and power hookups required), covering:

- 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 area not performing properly — including stock parts or panels that have been repaired or repainted
- Fresh TopCoat application
- Plastic trim restoration
- Tire and wheel deep cleaning

For a well-maintained vehicle, two hours is more than enough. Vehicles with heavy water spotting or significant buildup may need an additional appointment to reach complete restoration.

TIMING, AND WHAT HAPPENS IF YOU STOP

To keep coverage continuous, the annual service must be completed within thirty (30) days of each anniversary date of your original installation. MACH10 will send a courtesy reminder beforehand, but scheduling is your responsibility and a missed reminder does not extend the window.

If the service is not completed in that window, warranty coverage ends. That is the only consequence. You owe nothing, there is no fee, and you are under no further obligation to MACH10.

Your coating does not stop working, and it remains yours. What ends is the warranty — our obligation to reapply it free of charge if it fails.

What “Lifetime” means here

“Lifetime” means for as long as you personally own the vehicle, with the annual service kept current. It does not mean your lifetime, and it does not mean the coating is permanent.

Coverage is non-transferable. It applies only to the original purchaser and ends automatically when the vehicle is sold, traded or otherwise transferred. A new owner receives no coverage.

Carfax registration

Every MACH10 coating is registered to your vehicle’s Carfax record at the time of installation. The registration documents that a MACH10 coating was professionally installed and is covered under this warranty, tied to the vehicle identification number rather than to paperwork you have to keep.

Registration records the installation. It does not change who is covered: as set out above, coverage is non-transferable and ends when the vehicle changes hands, whatever the Carfax record continues to show.

What this warranty covers

This warranty covers reapplication of the MACH10 coating if it fails to perform as expected under normal use and proper maintenance. With the annual service current, it protects against oxidation, loss of gloss, UV damage, acid rain and paint chalking.

It does not cover paint correction, repainting, your vehicle itself, or any compensation for vehicle damage. Reapplication of coating is your sole and exclusive remedy.

What voids your warranty

- Discontinuing the annual service (this ends coverage rather than voiding it — see above)
- Car washes with brushes or contact systems
- Polishing without our written authorization
- Applying waxes, sealants or other products over the coating
- Harsh chemicals, acids or bug and tar removers

What is not covered

- **Environmental damage** — water spots, mineral deposits and etching from hard water, sprinklers or inadequate drying. The coating does not prevent water spots under all conditions.
- **Physical damage** — scratches, chips, swirl marks and other physical damage, regardless of cause.
- **Pre-existing conditions** — any paint defect, clear coat failure or issue that existed before application, including on new vehicles.
- **Usage exclusions** — commercial use, racing, off-road use, or modifications affecting coated surfaces.

Accident & bodywork

If your vehicle is damaged in an accident and the coating is affected, we will reapply coating to the repaired areas for the standard one hundred fifty dollar (\$150) service visit fee plus applicable sales tax — the same fee that applies to any visit. Reapplication must be requested within ninety (90) days of completing bodywork and must be performed by MACH10 or an authorized representative. You or your insurer are responsible for all bodywork, paint repair and surface preparation.

Filing a claim

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

MACH10 determines whether alleged coating failure is covered, based on professional assessment of coating condition and maintenance history. If approved, we schedule reapplication as a mobile service at your location. The coating and the labor to apply it are provided at no charge; the standard \$150 service visit fee applies, as it does to every visit.

If you bought under an earlier MACH10 warranty

MACH10 previously offered 3-Year, 5-Year and 10-Year coverage packages. If you purchased under an earlier version of this policy, that version continues to govern your coverage on its own original terms. This document does not replace it, shorten it, or change what you were sold.

If you would prefer to move to this Limited Lifetime policy, you may request it at any time while your coverage is current and in good standing. Migration is voluntary, free, and takes effect when we confirm it in writing. Once migrated, this document governs and the earlier version ends.

Geographic limits

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

SECTION 05

Legal Terms & Dispute Resolution

Binding arbitration

You and MACH10 agree that any dispute, claim or controversy 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 will be conducted by a single arbitrator through the American Arbitration Association under its 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 the right to trial by jury and the right to participate in class actions or other collective proceedings. The arbitrator's decision is final and binding.

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

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 claim 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 Section 04.

MACH10's discretion

MACH10 may, at its discretion, waive or relax any requirement in this document in an individual customer's favor — for example by honoring a late annual service, accepting a claim filed after the stated window, or reinstating lapsed coverage. Doing so in one instance is a one-time accommodation. It does not change this policy, does not create an entitlement, and does not waive the requirement in any other instance or for any other customer.

This discretion runs one way only. MACH10 cannot use it to reduce coverage, add a requirement, or impose a cost that is not stated in this document. Apart from the annual service price, which may change on sixty (60) days' written notice as described in Section 04, the terms of your coverage — including the arbitration provision in this section — cannot be changed by MACH10 after your installation without your written agreement.

Enforceability

This agreement is binding without a physical signature. By scheduling service, making payment, or allowing MACH10 to perform work, you agree to all terms. It supersedes all prior agreements, representations and understandings between you and MACH10 other than an earlier MACH10 warranty policy you purchased under, which continues to govern as described in Section 04. 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 be modified only by written amendment signed by an authorized MACH10 representative.

Your rights under state law

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages. Where that is the case, the limitations and exclusions in this document may not apply to you, in whole or in part.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

How to reach us

To obtain warranty service, schedule a service visit, or ask about any term in this document:

PHONE (877) 566-1638

WEB MACH10USA.COM

MAIL MACH10 Automotive LLC, 30 N Gould St. Ste R, Sheridan, WY 82801

We encourage open communication throughout the life of your coating, and we would always rather clarify a term up front than after the fact.

LEGAL NOTICE: This is a LIMITED warranty. Coverage continues only while the annual service is kept current (\$150 per visit, plus applicable sales tax), and you may discontinue at any time with no penalty or further obligation. Coverage is non-transferable, and reapplication of coating is your sole remedy. This agreement is legally binding and enforceable without 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.