



## **Agreement between SuperSam Grooming Pte Ltd (“Company”) and you (“Customer”)**

### **1. Pre-existing defects of Customer’s Vehicle (“Vehicle”)**

1.1 Vehicle will be inspected upon check-in and photographs may be taken for record purposes.

1.2 Company shall not be responsible for pre-existing damage, defects, scratches, dents, paint imperfections, wheel damage, windscreen chips, or interior defects discovered on the Vehicle before, during or after the services provided by the Company.

### **2. Services results**

2.1 While every care will be taken during the services provided by the Company, it does not guarantee the complete removal of all scratches, stains, water spots, contaminants, swirl marks, oxidation, or paint defects.

2.2 Results may vary depending on the age, condition, and previous treatment history of the Vehicle.

2.3 Additional charges may apply if the Vehicle requires excessive cleaning, decontamination, pet hair removal, mold removal, or restoration work beyond the original quotation.

### **3. Ceramic Coating & Paint Protection**

3.1 Coating performance and durability depend on proper maintenance and environmental conditions.

3.2 Warranty coverage, if applicable, is subject to the manufacturer's terms and maintenance requirements.

3.3 Coating warranties do not cover:

- Accidents or collisions
- Stone chips
- Scratches or abrasions
- Bird droppings, tree sap, industrial fallout, or chemical contamination
- Improper washing methods
- Neglect or lack of maintenance

3.4 Customer shall not wash the Vehicle within the recommended curing period after coating application.

### **4. Paint Protection Film (“PPF”)**

4.1 Minor lifting, edge visibility, dust particles, moisture pockets, or film shrinkage within industry tolerance levels may occur during the curing period.

4.2 PPF warranties are subject to the manufacturer's warranty terms.

4.3 Company shall not be liable for paint damage resulting from previous repainting work, poor paint adhesion, or underlying paint defects.

### **5. Window Tint Installation**

5.1 Minor water haze, streaking, or moisture between the film and glass may be visible during the curing period and is normal.

5.2 Customer must follow the recommended curing instructions provided.

5.3 Company shall not be liable for damage caused by defective glass, pre-existing film, or electrical accessories installed on the glass.



## **6. Personal Belongings**

6.1 Customer shall remove all valuables and personal belongings before handing over the Vehicle.

6.2 Company shall not be responsible for loss or damage to personal items left inside the Vehicle.

## **7. Disclaimers/ Limitation of Liability**

7.1 High-pressure washing and cleaning processes may expose pre-existing leaks in doors, windows, sunroofs, seals, or vehicle components. Company shall not be responsible for water ingress caused by worn or defective seals.

7.2 Modern vehicles contain sensitive electronic components. Company shall not be liable for failures due to pre-existing defects, modifications, wear and tear, or hidden faults discovered during cleaning or detailing.

7.3 Company shall not be liable for indirect, consequential, incidental, or loss-of-use damages.

7.4 Subject to the above clauses 3, 4, 5, 6, 7.1, 7.2 and 7.3, in the event that Company shall be liable to Customer in contract (including under any indemnity or warranty), in tort (including negligence), under statute or otherwise (including acts or omissions by its officers, employees and agents), the Company's total liability whatsoever to Customer shall be limited to a sum equivalent to \$500.00.

7.5. Customer shall report any concerns or claims while collecting the Vehicle after the completion of services but before leaving the Company's premises with the Vehicle.

## **8. Payment**

8.1 Full payment shall be made upon completion of services unless otherwise agreed in writing.

8.2 Deposits paid for appointments may be non-refundable in the event of cancellation or no-show.

## **9. Photographs & Marketing**

9.1 Company may photograph Vehicle before, during, and after service for quality control and marketing purposes.

9.2 Vehicle registration number and Customer's information will not be intentionally disclosed without consent.

## **10. Acceptance**

10.1 By handing over the Vehicle to Company and approving the work order, the Customer acknowledges and agrees to all service terms, conditions, limitations, and disclaimers stated in this agreement ("**Terms and Conditions**").

10.2 If any of these Terms and Conditions becomes illegal, invalid or unenforceable, the legality, validity, and enforceability of the remaining disclaimers shall not be affected or impaired thereby.

**By the Management of SuperSam Grooming Pte Ltd**