



Refinish Products
Warranty Certificate

Customer: _____

Address: _____

Shop Name: _____

Address: _____

Painter: _____

Repair Date: _____ Repair Order #: _____

Vehicle Make: _____ Model: _____ Year: _____

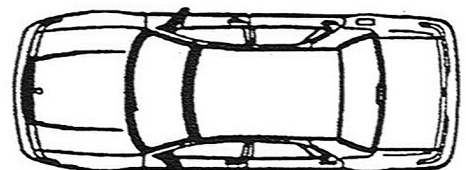
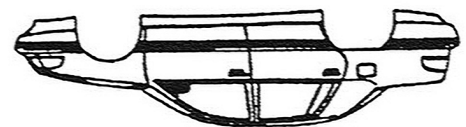
Vin #: _____ Mileage: _____



Paint Products Used: Overall Refinish

Spot/Panel Repair
Mark Areas Repaired Below

Product	Batch Number
Pre-Treat: _____	_____
Primer: _____	_____
Sealer: _____	_____
Basecoat: _____	_____
Clearcoat: _____	_____
Single Stage: _____	_____



EXCLUSIVE WARRANTY OF CAROLINAS AUTO SUPPLY HOUSE

Carolinas Auto Supply House (Carolinas) offers a comprehensive Lifetime Limited Warranty protection program for the application of its products provided that the refinisher meets the qualification and application requirements of the program. In the event that certain products are not covered under this program, Carolinas offers a limited warranty. Carolinas warrants that our products are free from defect in manufacture and workmanship at the time of sale. In the event that any product is proved to the satisfaction of Carolinas to have been defective at the time of sale, upon return of the defective product, Carolinas shall replace the product at no cost, other than the shipping charges, as the exclusive remedy. This warranty does not cover damage caused by accident, misuse, or tampering. ALL IMPLIED WARRANTIES WHETHER IT BE OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED. THIS WARRANTY EXCLUDES ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES. This warranty outlines all of the specific terms and conditions of our warranty program.

WARRANTY AGREEMENT

1. The "Carolina Auto Supply House Warranty" takes effect from the invoice date on the customer (bodyshop) work order and on Carolinas certificate of warranty. The warranty for the vehicle is valid for the time specified on the warranty program products list. Approved warranted Carolinas primer, clearcoats, must be used in the repair process while owned by that specific customer. Only passenger vehicles with original finish or previously refinished vehicles stripped to bare metal are qualified for the Carolinas Warranty. Products must be applied as outlined on our technical data sheets.
2. The Warranty applies to the refinished areas of the vehicle described on the Carolinas System Certificate of Warranty and your repair receipt for the following defects.
 - A. Cracking or Checking of the paint.
 - B. Loss of total gloss caused by hazing or chalking.
 - C. Delamination of the primer, basecoat, or topcoat layer included in the paint process from the original substrate.
3. NOT Included in the warranty:
 - A. Color matches or color changes of the refinish material.
 - B. Rust originating from either side of the painted metal from any source, and any blistering or blemishes caused by rust or corrosion.
 - C. Hazing or dulling of the paint caused by the use of improper abrasive detergents from atmospheric conditions (acid rain), or any industrial or other emissions of volatile, corrosive, or other substances which will affect the painted surface.
 - D. Scratches, abrasions, stone chips, or other body damage from any source.
 - E. Vehicles which had been repainted prior to having been painted with Carolinas System products and the issuance of the Certificate of Warranty, unless the vehicle was stripped to bare metal.
 - F. Lacquer primer used in the repair process.
 - G. Accidents or additional paint work over the top of certified paint repair.
 - H. Damage or failure of finishes/systems that have been misapplied because of film build above or below manufactures recommendations
4. In the event of the appearance of any defects covered by the Carolinas Warranty, the certificate holder must take the vehicle to the shop that performed the work for a full inspection of the defects. The inspection will be done either by the bodyshop manager or Carolinas representative. **Carolinas will authorize final approval.**
 - A. **Upon approval**, the bodyshop will be reimbursed for materials and labor through a **material credit** only through Carolinas Based on:
 1. The hourly rate in effect at the bodyshop at the time the original repair work was performed.
 2. A recognized automotive estimating system will be used to determine the time necessary to perform the repair as determined by Carolinas
 - B. Upon approval, Carolinas will be responsible for the repair cost of the vehicle as long as the vehicle is registered to the original owner, and repairs were done in accordance with Carolinas Warranty specifications. Reimbursements will be paid based on the following scale.

<u>Years</u>	<u>Reimbursed</u>
0-3	100%
3-5	50%
Lifetime	25%
5. At the time of the inspection, if procedures were not followed according to the Carolinas Warranty, the bodyshop whose name appears on the Certificate of Warranty assumes full liability for the repair of the vehicle.
6. The bodyshop and vehicle owner must keep the following documents:
 - A. A copy of the original estimate.
 - B. A copy of the customers original invoice.
 - C. Carolinas Certificate of Warranty
7. The Carolinas Warranty **is not transferable**. It is only valid for the owner of record when the vehicle was painted.