

SurfaceCARE® LIMITED WARRANTY

This limited warranty (this "Warranty") is entered into by and between the customer listed on the registration page that preceded this Warranty ("You" or "Your") and Ford Motor Service Company ("FMSC", "We", "Us" or "Our"). You may contact Us at: **Ford Motor Service Company**, P.O. Box 6045, Dearborn, Michigan 48121, or via our toll-free number: 1-800-521-4144.

I. DEFINITIONS:

a) **Commercial Vehicle** means any automobile that:

1. is used primarily for business or governmental purposes;
 2. is owned, leased, registered to, or operated by or for the benefit of, any federal, state, or local political subdivision or other government-owned entity;
- or**
3. the Dealer designated as being sold for commercial use.

b) **Dealer** means the car dealership that sold You the SurfaceCARE® product listed on this Warranty's registration page.

c) **Hard Water Etching** is mineral and water deposits that have collected on the Treated Surfaces of the Vehicle that You are unable to remove with SurfaceCARE Paint Renewer.

d) **Industrial Fallout** refers to hot tiny metallic particles that become airborne and settle on Vehicle's Treated Surfaces, which then embed themselves into the Vehicle's paintwork (also known as "rail dust").

e) **New Vehicle** refers to a vehicle of no more than 4 model years old as of the calendar year in which you purchased the SurfaceCARE® product covered by this Warranty. (Example: If a vehicle is purchased in 2023, deduct four (4) years. In this example, a "New Vehicle" would be model years 2019 through 2023.)

f) **Term** means the period that this Warranty shall be in effect, which runs from the date You purchased SurfaceCARE® until the expiration of the term length selected on this Warranty's registration page.

g) **Treated Surfaces** means each of the discrete parts of the Vehicle on which SurfaceCARE® was applied by the Dealer.

h) **Used Vehicle** means a vehicle more than 4 model years old as of the calendar year in which you purchased the SurfaceCARE® product covered by this Warranty.

i) **Vehicle** refers to the vehicle listed on the registration page for this Warranty.

II. SCOPE OF THIS WARRANTY:

We warrant that, where damage occurs to Treated Surfaces during the Term, We will remedy or pay the cost of remedying the damaged portion of the Treated Surfaces, subject to the exclusions and limitations set forth in this Warranty. This Warranty covers the following during the Term:

PAINT: The exterior Treated Surfaces are warranted against weather-induced fading and loss of gloss, oxidation, Hard Water Etching, water spotting on chrome, road salt, de-icing agents, Industrial Fallout, artillery fungus, ocean spray, fuel stains, accidental paint overspray, bird droppings, insects (including love bugs), tree sap, acid rain, brake dust staining on chrome or aluminum alloy wheels, and accidental paint overspray. (Note: The following exterior Treated Surfaces are limited to the remedy of cleaning to the extent reasonably possible, the combined cleaning costs for all such Treated Surfaces not to exceed a \$250.00 aggregate during its Term: (1) water spotting on chrome, and (2) brake dust staining on chrome or aluminum alloy wheels).

FABRIC OR VINYL/LEATHER: The interior Treated Surfaces, including original factory floor mats and original factory-installed trunk and/or cargo area carpet, are warranted during the Term against damage caused by food, drink, oil-based stains, dye, ink, fading or cracking resulting from the sun's ultraviolet rays, chewing gum, hand sanitizer, air freshener, crayons, hairspray, lipstick, makeup, urine, vomit, blood, pet stains, debris in perforated leather, and burns of fabric and leather surfaces (if less than one inch (1") in length and diameter).

RENTAL CAR REIMBURSEMENT: You may be eligible for rental car reimbursement if We determine that the remedy is covered under this Warranty. If You meet the eligibility requirement set forth herein, We will reimburse You for the vehicle rental charges up to \$40 per day, including tax, for all vehicles (except Lincoln vehicles and battery electric vehicles) up to a maximum **five (5) days**. FMSC will pay you a Rental Car Reimbursement for out-of-pocket rental car expenses, as they relate to Your Warranty, of up to \$72 per day, including tax, for Lincoln Navigators, MKT, and Aviators, and up to \$45 per day, including tax, for all other Lincoln vehicles and all battery electric vehicles, for up to a maximum of **five (5) days**. Rental Car Reimbursement starts when the Vehicle is delivered for a warranty claim. Rental Car Reimbursement ends at the earlier of the Vehicle remedy being complete or up the maximum of five (5) days.

III. YOUR RESPONSIBILITIES:

a) You must regularly inspect the Vehicle and maintain the Treated Surfaces as recommended by the Vehicle's manufacturer.

b) Upon noticing any stain or damage to the interior or exterior Treated Surfaces, contact Us immediately. **Delay in notifying of us of your issue can exacerbate the damage to the Vehicle, and We will have the right to deny any claim that You submit more than (30) days after the damage covered by this Warranty first appeared.**

IV. ADMINISTRATION:

a) To submit a claim to Us or check on its status:

1. Contact Cal-Tex Protective Coatings, Inc., 7455 FM 3009, Schertz, Texas 78154 at 844-704-0329, Monday through Thursday 7 am to 5 pm (CST), Friday 7 am to 4 pm (CST), or 24/7 online claim filing at www.SurfaceCAREprotect.com.
2. **You must fully comply with Section III. ("Your Responsibilities") for Your claim to be valid.**

3. You may be asked to provide information regarding the damage, a copy of this Warranty, or proof of purchase of the Vehicle, and/or Your identification.

b) In the event of any issues with the registration of this Warranty, call Us at 1-800-521-4144.

V. REMEDY FOR FAILURE OF THE PRODUCT:

a) **NEW VEHICLE:** For a New Vehicle, We will, at our sole discretion and pursuant to this Warranty, clean, dye, polish, detail, repair, replace or repaint 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.

b) **USED VEHICLES:** For a Used Vehicle, We will, at our sole discretion and pursuant to this Warranty, clean, dye, polish, detail or repair 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.

c) **ALL VEHICLES:** At no time shall the Warranty claim reimbursement amount for the damaged portion of the Treated Surfaces exceed the current value of the Vehicle, as determined by the National Automobile Dealers Association ("N.A.D.A.") Official Used Car Guide average trade-in value, at the time of the Warranty claim. It is at the full discretion of APS to implement and determine the claims remedy. When repairing, replacing, or repainting the interior or exterior 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 We shall not be held liable for such cases under any circumstances. **We reserve the right to inspect any damaged portion of the Treated Surfaces prior to authorizing any remedy.**

VI. EXCEPTIONS TO THIS WARRANTY:

(A) THIS WARRANTY DOES NOT COVER:

- (1) Damage from natural causes or normal wear and tear, pre-existing conditions, damage caused by acts of abuse, vandalism, alterations, intentional acts, misuse, negligence, acts which would cause abnormal discoloration or deterioration, fire, flood, wind, lightning, hail, stone abrasion, acids, harsh or corrosive chemicals, surface rust, paint spills, chipping, peeling, crazing, spotting, or separating, exhaust system, chrome plated areas, decals and/or graphic designs, mechanical or moving parts, truck beds, inside panels, railings, inside tailgates, spoilers, trim areas, hinges, headliners, headlight lens dulling, brake dust, saddle or split grain leather, suede surfaces, any damage caused by impact or collision, scratches, dings, or dents;
- (A) Repairs covered by manufacturer recalls, insurance, or in-force warranty or warranty provided by an insolvent manufacturer or insurer;
- (B) Rental vehicle charges for fees such as mileage charges, drop-off fees, insurance, or gasoline; Vehicles manufactured for sale outside of the United States, District of Columbia, or Canada;
- (C) Repairs to the Vehicle due to operation outside of the United States, District of Columbia, Guam, Mexico, Puerto Rico, Virgin Islands, American Samoa or Canada; or repairs made to the Vehicle that are required due to a condition that existed prior to the purchase or transfer of this Warranty. The following vehicles and uses are excluded and NOT COVERED by this Warranty: **Alfa Romeo, Aston Martin, Bentley, Bugatti, Ferrari, Fisker, Lamborghini, Lotus, Maserati, Maybach, McLaren, Rolls Royce, Wheego, all performance modified vehicles, vehicle used for off-road use, totaled vehicles. Vehicles with voided manufacturer's warranty, vehicles with a branded title or salvaged title, any vehicle sold without its primary load-carrying device or container attached, and Commercial Vehicles with a gross vehicle weight rating (GVWR) exceeding 26,000 pounds.**
- (B) This Warranty shall cover Commercial Vehicles with a GVWR of 26,000 pounds or less only if You paid a Commercial Use Surcharge to the Dealer.

VII. OTHER PROVISIONS:

- (a) CANCELLATION OF WARRANTY: This Warranty is not cancelable by You or Us.
- (b) **COMMERCIAL VEHICLE SURCHARGE NOTICE: You may be responsible for paying an additional charge to the Dealer if the Vehicle is a Commercial Vehicle. Please inquire with the Dealer about the fee if it has not already been disclosed to you.**
- (c) **TRANSFER OPTION:** This Warranty is transferable during its Term by You to a second owner of the Vehicle, subject to a \$75 transfer fee (in Florida, the transfer fee is \$40) and written approval by Us, provided the second owner notifies Us of the transfer request within **one hundred and eighty (180) days** of the date of sale. Contact Us for transfer procedures at 1-800-521-4144.
- (d) **NOTICE TO CONSUMER:** This Warranty is a product warranty and is not insurance. This warranty is valid only in the United States and Canada.
- (e) **OREGON WARRANTY CUSTOMERS: In Oregon, the entirety of Section VIII. ("Dispute Resolution Clause") is deleted and replaced with the following:** "If arbitration is agreed to by both parties at the time of the dispute, such arbitration will be administered by the Better Business Bureau (BBB) in accordance with its rules for such cases then in effect. To learn about or begin arbitration, or to get a copy of the Arbitration Rules, You may contact the BBB at 800-955-5100 or online at www.auto.bbb.org/extendedserviceplan. Judgment on the award rendered by the arbitrator may be rendered in any court having jurisdiction thereof. The arbitrator(s) shall award to the prevailing party, if any, as determined by the arbitrators, all of their costs and fees. Either party may request that the award of the arbitrator be accompanied by a reasoned opinion. Arbitration shall occur in the county where You reside or in another mutually agreed upon location in Oregon. The arbitration will be governed by the laws of the state or Oregon. All rights under this dispute resolution clause shall be interpreted in conformity with the Oregon Revised Statutes, Sections 36.600 to 36.740. **REIMBURSEMENT INSURANCE POLICY:** In Oregon, FMSC's obligations under this Warranty are insured under a reimbursement insurance policy. If a payment for an approved warranty is not provided by FMSC before the 61st day after You have satisfactorily met the requirements listed in Section III. Administration, You may apply for reimbursement directly to the FMSC's reimbursement insurance company: The American Road Insurance Company, P.O. Box 1732, Dearborn, Michigan 48121-1732, (313) 594-1914. **NOTICE TO CONSUMER:** In Oregon, this Warranty is regulated by the Oregon Department of Consumer and Business Services. Questions concerning the regulation of FMSC or unresolved complaints concerning FMSC may be addressed to the Oregon Department of Consumer and Business Services at P.O. Box 14480, Salem, Oregon, 97309-0405, (503) 947-7984."

VIII. DISPUTE RESOLUTION CLAUSE: PLEASE REVIEW- IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

Either You or We may choose to have any dispute related to this Warranty resolved by non-binding arbitration administered by the Better Business Bureau (BBB). You agree not to consolidate or group Your dispute with other arbitrations or disputes concerning this Warranty. You agree that You will not participate in any class arbitration concerning this Warranty. We do not agree to class arbitration. To learn about or begin arbitration, or get a copy of the Arbitration Rules, You may contact BBB at 800-955-5100 or www.auto.bbb.org/extendedserviceplan. If there is a conflict between the Rules and this Warranty, this Warranty shall govern. If You initiate the arbitration process, BBB will charge You an arbitration filing fee of \$50. You may engage an attorney to represent You in the arbitration, but an attorney is not required. We will not pay Your attorney fees if You engage an attorney. This Warranty is subject to the Federal Arbitration Act, 9 U.S.C. § 1 et seq. The arbitration decision shall be in writing with a supporting opinion.

IX. LIMITATIONS ON OUR LIABILITY:

OUR MAXIMUM LIABILITY FOR THE SURFACECARE® PRODUCT AND THIS WARRANTY IS LIMITED TO THE AMOUNTS CALCULATED PURSUANT TO THE TERMS OF THIS WARRANTY. WE SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND CALLS FOR CERTAIN REQUIREMENTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, DO NOT ALLOW CERTAIN REQUIREMENTS, OR DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE LIMITATIONS, REQUIREMENTS OR EXCLUSIONS MAY NOT APPLY TO YOU.

X. ENTIRE AGREEMENT: THIS WARRANTY REPRESENTS THE ENTIRE AGREEMENT BETWEEN Us AND You AND CANNOT BE MODIFIED OR ENLARGED IN ANY WAY EXCEPT PURSUANT TO A WRITTEN AGREEMENT SIGNED BY Us. ONLY WE ARE AUTHORIZED TO SPEAK OR ACT ON OUR BEHALF. THE DEALER IS NOT AUTHORIZED TO EXTEND OR IN ANY MANNER MODIFY THE TERMS AND CONDITIONS OF THIS WARRANTY, OR TO RECEIVE DOCUMENTS, CORRESPONDENCE, OR NOTICES ON OUR BEHALF.