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Barcroft Auto Detailing – Ceramic Coating Application Service Expectations & Warranty

Thank you for choosing Barcroft Auto Detailing for your ceramic coating service. This document outlines important expectations, responsibilities, and limitations associated with ceramic coating application. Hiring us constitutes your agreement to these terms.

Purpose of Ceramic Coating

Our ceramic coating services are designed to:

- Provide long-term protection against UV rays, chemical etching, oxidation, and environmental contaminants.
- Enhance gloss, shine, hydrophobic properties, and overall appearance of the vehicle.
- Reduce the need for frequent waxing.
- Make maintenance easier and help preserve long-term vehicle value.
- Deliver professional-grade protection using industry-standard products and application processes.

Ceramic coating does not make your vehicle scratch-proof, chip-proof, or damage-proof.

Pre-Existing Paint Conditions

Ceramic coating will not correct or hide existing imperfections. Barcroft Auto Detailing is not responsible for pre-existing conditions, including:

- Scratches, swirl marks, oxidation, fading, clear coat failure
- Rock chips, dents, or previous paintwork
- Etched-in water spots or stains that cannot be fully corrected
- Defects in paint, trim, or plastics caused by age
- Interior or exterior damage unrelated to coating installation

Some defects may become more visible after cleaning and surface preparation. Paint correction is available at an additional cost.



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Electrical Component Disclaimer

Barcroft Auto Detailing is not responsible for damage to electrical components during washing, decontamination, or coating, including:

- Cameras, sensors, wiring, control modules
- Infotainment screens or interior electronics
- Any exposed or improperly sealed components

Water or chemicals can affect components that are already compromised, worn, or improperly sealed.

Curing Period Requirements

Ceramic coatings require a 1–7 day initial cure, depending on the product and weather. Customers agree to:

- Avoid washing the vehicle
- Avoid rain exposure when possible
- Avoid touching the paint
- Avoid parking under trees, sprinklers, or areas with heavy contamination

Full cure occurs in approximately 1–4 weeks. Minor initial water spotting or temporary hazing is normal.

Ceramic Coating Warranty – Duration Based on Package Purchased

Barcroft Auto Detailing provides a performance guarantee for the full rated duration of the coating purchased.

This guarantee applies only to the coating product itself and its ability to perform when properly maintained.



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What IS Covered Under the Coating Warranty

The warranty covers coating-related failures, including:

1. Loss of Hydrophobic Properties

If hydrophobic performance diminishes prematurely under normal use, we will perform a free maintenance wash and reactivation/topper service.

2. Premature Loss of Gloss or Protection

If the coating fails earlier than its rated lifespan due to product or application error, we will repair or reapply the coating on affected areas.

3. Bonding Issues or Coating Separation

If high spots, streaking, or unevenness occur due to installation error, they will be corrected at no charge.

4. Surface Protection Failure

If environmental contamination (UV, oxidation, chemical staining) affects the paint in a way the coating should have been prevented—and *the vehicle has been maintained properly*—we will repair or reapply the affected coating.

What is NOT Covered Under the Coating Warranty

The warranty does not cover:

- Normal wear from improper or infrequent washing
- Failure caused by automatic car washes (especially brushes)
- Scratches, scuffs, swirl marks, or marring
- Rock chips, road debris impact, or collision damage
- Chemical burns, bird dropping etching left unattended, or hard water etching



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- Damage caused by neglect, misuse, or improper care
- Failure due to paint repairs or repainted panels after the coating
- Stains or defects caused by tree sap, adhesives, or abrasive cleaners

Coating warranty applies only when proper maintenance guidelines are followed.

Maintenance Requirements (Customer Responsibility)

To maintain warranty coverage, the customer agrees to:

- Wash the vehicle regularly using pH-neutral soap
- Avoid abrasive pads, brushes, or drive-through car washes
- Use only recommended ceramic-safe products
- Avoid harsh chemicals such as degreasers on paint
- Notify Barcroft Auto Detailing promptly if coating performance changes

Optional: Annual or bi-annual maintenance inspections may be recommended depending on the coating level purchased.

1-Day Service Guarantee (Application Quality)

If, within 1 day of service, you notice issues related to installation quality, Barcroft Auto Detailing will correct them at no charge.

Covers:

- Missed spots
- Streaks or high spots
- Residue or uneven coating

Does not cover:

- Pre-existing defects
- Environmental contamination occurring after pickup



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- Curing-related issues caused by improper care
-

Chargebacks & Disputes

By using Barcroft Auto Detailing's services, the customer agrees to:

- Contact Barcroft Auto Detailing directly to resolve issues before initiating a chargeback.
- Understand unauthorized disputes may result in liability for associated fees and costs.
- Submit complaints, refund requests, or service concerns within 24 hours of service.

This protects both parties and ensures fair resolution.

Contact Information:

Barcroft Auto Detailing

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