

# TH Detailing Ltd – Ceramic Coating Terms & Conditions

Effective Date: 1st January 2026

These service-specific Terms & Conditions apply to all ceramic coating services provided by TH Detailing Ltd and must be read in conjunction with our General Terms & Conditions. In the event of any conflict between these Ceramic Coating Terms and our General Terms, these service-specific terms shall take precedence for ceramic coating services.

## 1. Service Overview

Ceramic coating is a liquid polymer protection system that chemically bonds with your vehicle's paint surface, creating a semi-permanent protective layer. This coating provides enhanced protection against environmental contaminants, UV degradation, chemical etching, and minor scratches while delivering superior gloss and hydrophobic properties that simplify maintenance.

Ceramic coating is not a substitute for paint protection film (PPF) and does not prevent rock chips, deep scratches, or impact damage. It is a chemical protection and enhancement system designed to preserve paint condition and reduce maintenance requirements.

## **2. Product & Installation Standards**

### **2.1 Approved Products**

All ceramic coatings are supplied and installed using products from our accredited partner, AutoBead. We use only professional-grade coatings specifically selected for durability, performance, and warranty support.

### **2.2 Customer-Supplied Products**

We will not install ceramic coatings supplied by customers or alternative brands requested by customers, regardless of brand or quality claims. Our warranty, quality standards, and insurance coverage apply exclusively to AutoBead products installed by our trained technicians using approved methods.

### **2.3 Installation Requirements**

Ceramic coating installation requires comprehensive surface preparation including decontamination, paint correction, and solvent wipe-down to ensure proper chemical bonding. We will not apply ceramic coating to unprepared surfaces under any circumstances, as this compromises coating performance and longevity.

## **3. Paint Surface Requirements & Limitations**

### **3.1 Factory Paint Specification**

Ceramic coating is designed for application on OEM (Original Equipment Manufacturer) factory paint in good condition. Our warranty and performance guarantees apply exclusively to factory paint surfaces that meet our preparation standards.

### **3.2 Repainted Panels & Aftermarket Paint**

If your vehicle has repainted panels, aftermarket paint, body repairs, or paint modifications:

- You must disclose this information at time of booking
- We will assess paint quality and may refuse coating installation if paint condition is inadequate
- Application on non-OEM paint surfaces is performed at your risk
- TH Detailing Ltd accepts no liability for paint lifting, burning through, discoloration, or adhesion failure on repainted or aftermarket painted surfaces
- Warranty coverage is void for any issues arising from non-OEM paint, regardless of when the repaint occurred

### 3.3 Paint Condition Assessment

We will measure paint thickness using professional equipment during preparation to identify repainted areas and assess coating suitability. If we discover undisclosed repaints or paint thickness concerns:

- We reserve the right to refuse coating installation without refund of preparation work already completed
- We may proceed at your explicit written risk acknowledgment
- Warranty coverage will be excluded for affected panels

### 3.4 Thin or Soft Paint

Some manufacturers use thin or soft paint that limits correction capability. Vehicles known for paint sensitivity include but are not limited to certain Honda, Mazda, and Nissan models. We will advise you if your vehicle has sensitive paint requiring modified correction approach.

## 4. Paint Correction & Preparation

### 4.1 Correction Process

All ceramic coating services include paint correction appropriate to the service tier selected. Machine polishing removes or reduces swirl marks, light scratches, oxidation, and paint defects to varying degrees depending on:

- Paint thickness and hardness
- Defect depth and severity

- Service level selected
- Time allocated for correction

## 4.2 Correction Limitations

While we strive for exceptional results, perfect paint correction is not always achievable due to:

- Insufficient paint thickness preventing aggressive correction
- Deep scratches or defects exceeding safe correction limits
- Rock chips, stone chips, or impact damage requiring touch-up rather than correction
- Previous poor-quality correction work causing paint thinning
- Clear coat failure or delamination

## 4.3 Service Level Selection

We will recommend the appropriate correction level based on your vehicle's condition and your goals. If you choose a lower service tier than recommended:

- Results will be limited by the time and process included in that tier
- We cannot guarantee defect removal beyond the selected service capability
- Warranty coverage may be limited if inadequate correction compromises coating adhesion
- You acknowledge accepting reduced results in exchange for lower investment

## 4.4 Realistic Expectations

Pre-existing flaws, scratches, swirl marks, and rock chips may become significantly less noticeable after correction but may still be visible under direct sunlight, LED lighting, or inspection lights, particularly on:

- Dark-colored vehicles (blacks, dark blues, dark reds)
- Used vehicles with years of accumulated defects
- Vehicles with previous poor-quality paint work
- Vehicles with soft paint limiting correction depth

Perfect paint is not achievable on most used vehicles. Our goal is dramatic improvement, not perfection.

# 5. Paint Chips, Scratches & Touch-Up

## 5.1 Pre-Existing Damage

Ceramic coating will not fill, hide, or repair paint chips, deep scratches, or stone chips. In fact, coating application over chips may make them more visually apparent due to the enhanced gloss surrounding damaged areas.

## 5.2 Touch-Up Recommendations

We strongly recommend professional paint chip touch-up prior to ceramic coating application for optimal visual results. Touch-up services are available at additional cost and must be completed before coating application.

If you decline recommended touch-up:

- Existing chips and deep scratches will remain visible after coating
- Coating may enhance the visual contrast of damaged areas
- You acknowledge accepting these limitations in the final appearance

## 5.3 Future Damage

Ceramic coating does not prevent future paint chips, scratches, or impact damage. For maximum protection against rock chips and road debris, consider paint protection film (PPF) installation in high-impact areas prior to ceramic coating application.

# 6. Curing Requirements & Aftercare

## 6.1 Curing Period

Ceramic coating requires a minimum 10-day curing period for complete chemical cross-linking and hardening. Curing time may extend in cold or humid conditions.

## 6.2 Critical 10-Day Restrictions

During the 10-day curing period, you must:

- Avoid washing or wetting the vehicle (no car washes, no rain exposure if possible)

- Avoid parking under trees where sap, bird droppings, or debris may fall
- Avoid driving in heavy rain, standing water, or wet conditions if possible
- Keep vehicle garaged or covered when practical
- Avoid touching or wiping coated surfaces

## 6.3 Curing Violations

If you wash, wet, or contaminate the coating during the curing period:

- Coating adhesion and durability may be permanently compromised
- Warranty coverage is immediately void
- We are not responsible for coating failure, reduced performance, or appearance issues
- No refunds or remedial work will be provided

## 6.4 Weather Considerations

We will advise you of weather forecasts at time of completion. If heavy rain is predicted during your curing period, we may recommend delaying collection to protect your investment. Collection delays for weather protection do not incur storage fees.

# 7. Maintenance Requirements

## 7.1 First Wash After Curing

Your first wash after the 10-day curing period must be performed carefully:

- Hand wash only using pH-neutral car shampoo
- Avoid automatic car washes, brushes, or high-pressure washers
- Use soft microfiber wash mitts and gentle technique
- Rinse thoroughly with clean water

## 7.2 Prohibited Washing Methods

To maintain coating integrity and warranty coverage, you must NEVER:

- Use hand car wash facilities or valet services (their chemicals, techniques, and equipment damage ceramic coatings)

- Use petrol station wash brushes or automated brush systems (abrasive brushes scratch and remove coating)
- Allow dealership service departments to wash your vehicle (they use harsh chemicals and automated systems unsuitable for ceramic coatings)
- Use coin-operated car washes with brushes or harsh chemicals
- Use household cleaning products, dish soap, or non-automotive chemicals
- Use automatic car washes with brushes, rollers, or abrasive materials

These washing methods WILL damage your coating and void warranty coverage immediately.

## 7.3 Approved Washing Methods

The ONLY acceptable washing methods are:

- Hand washing at home using pH-neutral car shampoo, soft microfiber wash mitts, and two-bucket method
- Professional detailing services from ceramic coating specialists who understand coating care
- Our maintenance wash service designed specifically for ceramic coated vehicles

## 7.4 Dealership Service Department Warning

Critical: When your vehicle is serviced at dealerships, you MUST explicitly instruct them NOT to wash your vehicle under any circumstances.

Dealership wash systems use:

- Harsh alkaline chemicals that strip ceramic coatings
- Automated brush systems that scratch and damage coatings
- Recycled water containing abrasive contaminants
- Untrained staff who don't understand ceramic coating care

Many customers have had their ceramic coatings permanently damaged by dealership washes. TH Detailing Ltd is not responsible for coating damage caused by dealership washing, and such damage voids all warranty coverage.

Inform service advisors in writing: "DO NOT WASH - Vehicle has ceramic coating." Consider leaving a visible note on your dashboard as additional protection.

## 7.5 Ongoing Maintenance Requirements

To maintain coating performance and warranty coverage:

- Hand wash only using pH-neutral products at home or use approved professional services
- Remove bird droppings, tree sap, and insect residue promptly (within 48 hours)
- Apply recommended coating maintenance spray every 3 months
- Avoid abrasive polishes, compounds, or waxes that may remove coating
- Never use tar removers, bug removers, or solvent-based products without consulting us first
- Inspect coating condition regularly and address any concerns immediately

## 7.6 Maintenance Products

We will provide specific product recommendations at service completion including approved shampoos, maintenance sprays, and drying aids. Using non-approved products may void warranty coverage if they damage or remove the coating.

## 7.7 Professional Maintenance Services

We offer maintenance wash services and coating inspection appointments to ensure your coating performs optimally throughout its lifespan. Regular professional maintenance extends coating life and maintains appearance.

Recommended maintenance schedule:

- First professional maintenance wash at 3 months
- Inspection and maintenance every 6 months thereafter
- Annual coating condition assessment

# 8. Wheel & Brake Caliper Coating

## 8.1 Service Description

Dedicated ceramic coating for wheels and brake calipers provides protection against brake dust, road grime, and heat while simplifying cleaning. This service requires wheel removal for proper preparation and application.

## 8.2 Wheel Removal & Installation

We will remove wheels where operationally feasible for complete coverage. Wheels will be reinstalled and torqued to manufacturer specifications using calibrated torque equipment. Where

manufacturer specifications are unavailable, we apply industry-standard torque values appropriate to your vehicle type.

## 8.3 Repainted Wheels & Calipers

Paint may lift, burn through, or fail on repainted or powder-coated wheels and calipers if the refinishing was improperly prepared or applied. This is beyond our control and cannot be predicted before preparation begins.

By authorizing wheel and caliper coating, you:

- Acknowledge the risk of paint failure on repainted or refinished components
- Waive all claims against TH Detailing Ltd for paint damage during preparation or installation
- Accept full responsibility for any paint lifting, discoloration, or failure
- Understand that warranty coverage excludes repainted or refinished wheels and calipers

## 8.4 Coating Durability

Wheel coatings are subject to extreme conditions including heat, brake dust, road salt, and mechanical stress. While our coatings provide excellent protection, they require more frequent maintenance than paint coatings and may show wear sooner in harsh conditions.

## 8.5 Wheel Cleaning Restrictions

The same washing prohibitions apply to coated wheels:

- Never use hand car wash facilities or petrol station brushes on coated wheels
- Never allow dealerships to clean coated wheels
- Use only pH-neutral wheel cleaners and soft brushes
- Avoid harsh acid-based wheel cleaners that strip coating

# 9. Glass Coating

## 9.1 Service Description

Dedicated ceramic coating for exterior glass surfaces provides hydrophobic properties that dramatically improve visibility in rain by causing water to bead and sheet off the glass surface. This reduces wiper usage and improves driving safety in wet conditions.

## 9.2 Glass Preparation

We will polish glass surfaces prior to coating application to remove contaminants, water spots, and light surface defects. However, glass polishing cannot remove:

- Chips, cracks, or stone damage
- Deep scratches or etching
- Wiper blade damage or scoring
- Existing glass defects requiring replacement

These imperfections will remain visible after coating application.

## 9.3 Wiper Blade Considerations

Wiper blades create friction against coated glass during use, which gradually wears down the coating in wiper path areas. This is normal wear and not a coating defect.

By authorizing glass coating, you:

- Acknowledge that wiper blade friction will wear coating over time
- Accept responsibility for replacing wiper blades with quality products that minimize coating wear
- Waive all claims against TH Detailing Ltd for coating wear caused by wiper blade use
- Understand that warranty coverage excludes wiper-path wear

## 9.4 Coating Longevity

Glass coatings typically last 12-24 months depending on wiper usage frequency, blade quality, and environmental conditions. Regular reapplication maintains optimal performance.

# 10. Warranty Coverage

## 10.1 Warranty Terms

Ceramic coating warranty coverage varies by product tier and is provided by AutoBead as the coating manufacturer. Specific warranty terms, duration, and coverage details will be provided in writing at service completion.

## 10.2 Warranty Requirements

Warranty coverage requires:

- Adherence to all curing period restrictions
- Proper ongoing maintenance using approved products and methods only
- Exclusive use of approved washing methods (hand washing at home or touchless automatic only)
- Prompt removal of environmental contaminants
- Periodic maintenance inspections as specified
- No unauthorized coating removal, polishing, or modification
- Strict avoidance of prohibited washing facilities and methods

## 10.3 Warranty Exclusions

Warranty coverage does not include and is IMMEDIATELY VOID if:

- Vehicle is washed at hand car wash facilities, valet services, or using petrol station brushes
- Vehicle is washed by dealership service departments
- Damage from automatic car washes with brushes, rollers, or abrasive systems
- Damage from improper maintenance or use of harsh chemicals
- Coating wear in high-friction areas (wiper paths, door handles, high-traffic areas)
- Failure to remove contaminants within specified timeframes
- Coating applied over non-OEM paint, repainted panels, or inadequate paint surfaces
- Any issues arising from curing period violations
- Normal wear and diminishing hydrophobic properties over time
- Use of non-approved cleaning products or washing methods

## 10.4 Warranty Claims

All warranty claims must be submitted through TH Detailing Ltd. We will coordinate with AutoBead for assessment and resolution. Warranty service may require vehicle inspection at our facility.

Before submitting warranty claims, you must provide:

- Detailed washing and maintenance history
- Confirmation of approved washing methods used exclusively
- Photographic evidence of the issue

- Timeline of when the issue first appeared

Claims involving damage from prohibited washing methods will be denied immediately.

## 11. Vehicle Authorization & Operation

By authorizing ceramic coating services, you grant TH Detailing Ltd and our employees permission to:

- Operate your vehicle for pickup, delivery, and facility movement
- Test drive your vehicle if necessary for service completion
- Photograph your vehicle for documentation and marketing purposes (unless you opt out in writing)
- Store your vehicle securely in our facility for the duration of service

We maintain comprehensive motor trade insurance covering your vehicle throughout our possession.

## 12. Service-Specific Liability

In addition to the liability limitations in our General Terms & Conditions:

TH Detailing Ltd is not liable for:

- Paint lifting, burning through, or failure on repainted panels, aftermarket paint, or refinished wheels/calipers
- Coating performance issues resulting from curing period violations or improper maintenance
- Coating damage or removal caused by hand car washes, petrol station brushes, dealership washes, or other prohibited washing methods
- Normal coating wear in high-friction areas including wiper paths and door handles
- Visual appearance of pre-existing paint chips, scratches, or defects that remain visible after correction
- Coating degradation from use of non-approved cleaning products, automatic car washes with brushes, or harsh chemicals
- Damage from environmental contaminants left on coated surfaces beyond recommended removal timeframes
- Any damage resulting from failure to follow maintenance instructions provided at service completion

You accept full responsibility for coating damage caused by:

- Using prohibited washing facilities or methods
- Allowing dealerships or service centers to wash your vehicle
- Using harsh chemicals or non-approved products
- Failure to instruct service departments not to wash your vehicle

## 13. Service Timeline & Completion

Ceramic coating services typically require 1-3 days depending on service tier, vehicle size, and paint condition. We will provide an estimated completion timeline at booking, but actual completion may vary based on:

- Paint condition requiring additional correction time
- Weather conditions affecting curing environment
- Discovery of paint issues requiring alternative approach
- Product curing requirements before vehicle release

We will communicate any timeline changes promptly and ensure your vehicle is stored securely throughout the service period.

## 14. Investment & Value Protection

Ceramic coating is a significant investment in your vehicle's appearance and protection. To maximize your investment:

- Follow all curing and maintenance requirements strictly
- Use only approved washing methods and products
- Never use hand car washes, petrol station brushes, or allow dealerships to wash your vehicle
- Address environmental contamination promptly
- Consider periodic professional maintenance services
- Maintain written records of your washing and maintenance practices

Proper care ensures your coating performs optimally and maintains your vehicle's appearance throughout its lifespan. Failure to follow care instructions will result in premature coating failure and warranty denial.

# 15. Customer Acknowledgment & Education

By signing below or authorizing this service, you specifically acknowledge and agree that:

1. You understand ceramic coating requires specific maintenance and care
2. You will NEVER use hand car washes, petrol station brushes, or allow dealerships to wash your vehicle
3. You will hand wash at home using approved products or use only touchless automatic washes
4. You will explicitly instruct any service departments NOT to wash your vehicle
5. Failure to follow these requirements will void all warranty coverage immediately
6. TH Detailing Ltd is not responsible for coating damage from prohibited washing methods
7. You have read and understand all maintenance requirements and restrictions
8. You accept full responsibility for proper coating care and maintenance

# 16. Questions & Clarifications

Ceramic coating is a sophisticated chemical protection system with specific requirements and limitations. If you have any questions about:

- Appropriate service tier for your vehicle and goals
- Realistic expectations for your vehicle's specific condition
- Maintenance requirements and approved products
- Approved and prohibited washing methods
- How to protect your coating from dealership damage
- Warranty coverage and exclusions
- Any aspect of these terms

Contact us before your appointment at 01384 929075 or [tom@thdetailing.co.uk](mailto:tom@thdetailing.co.uk). We are committed to ensuring you understand the service, requirements, and expected outcomes before proceeding.

We will provide detailed written maintenance instructions and approved product recommendations at service completion. Keep these instructions in your vehicle and review them before every wash.

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By authorizing ceramic coating services, you confirm that you have read, understood, and agree to be bound by these Ceramic Coating Terms & Conditions and our General Terms & Conditions in their entirety.