CUSTOMER SERVICE AGREEMENT

One agreement for vehicle restyling, electronics, lighting and accessory services. This agreement applies only to the services selected on the signed estimate or work order.

Customer: _____	Date: _____
Phone / email: _____	Work order #: _____
Vehicle / year: _____	VIN: _____

SERVICES (check applicable items; final scope and price are defined by the estimate/work order)

☐ Window tint ☐ PPF ☐ Vinyl / color wrap ☐ Ceramic coating / paint correction
☐ Wheel repair ☐ Powder coating ☐ Caliper painting ☐ Auto glass
☐ Audio / speakers / amplifiers / subwoofers ☐ Starlight headliner ☐ Ambient lighting
☐ Underglow / exterior lighting ☐ Kill switch / anti-theft wiring ☐ GPS tracking device
☐ Other accessories / custom fabrication: _____

1 Authorization, estimates and vehicle condition

I confirm that I own the vehicle or am authorized to approve the work. I authorize the selected work, materials, finish, coverage and labor shown on the estimate/work order. The shop may move the vehicle on its premises as reasonably needed. A material change in scope or price requires my approval by text, email, or signature before proceeding. Xclusive Appearance may photograph vehicle condition on arrival and completion for inspection and service records. I will disclose previous paint/body repairs, water leaks, electrical modifications, warning lights and known defects; pre-existing conditions and concealed damage may affect work or schedule. I will remove valuables and personal belongings.

2 Scheduling, deposits and payment

Completion dates are estimates, not guarantees, and may shift for materials, curing, concealed conditions or approved changes. Deposit amount, refundability and cancellation terms must be stated on the estimate/work order before payment. Any non-refundable deposit is subject to applicable law. The approved balance is due before vehicle release unless otherwise agreed in writing. Storage fees apply only if separately disclosed and approved. The shop will not add undisclosed charges.

3 General installation, trim and appearance

Some work requires access to panels, dashboards, door cards, headliners, seats, moldings, clips and factory wiring. The shop will use reasonable care, but aging or previously repaired clips, trim, fasteners and materials may be brittle, discolored, or difficult to refit. If unexpected damage, unsafe conditions or added parts are identified, the shop will document them and request approval for additional cost. Custom installations may have reasonably necessary exposed edges, seams, mounting points or minor appearance variation. No part of this agreement excuses damage caused by negligent workmanship.

4 Window tint, PPF, vinyl wraps and coatings

Tint may show temporary haze, water pockets or distortion while curing; do not lower newly tinted windows for at least 48 hours and follow film-specific aftercare. Glass, dot-matrix, existing scratches and defroster condition can affect appearance or removal. Tint selection must comply with applicable law, and the shop may refuse unlawful work. Wrap/PPF conforms to existing chips, dents, weak paint or prior repairs; contours may require seams, relief cuts or visible edges. PPF moisture may take several weeks to clear; avoid washing for 7 days and schedule a recommended 2-week inspection. Recently repainted or ceramic-coated surfaces may need further evaluation.

Ceramic coatings enhance maintenance but do not prevent all scratches, rock chips, stains or water spots. Film and coating performance depends on the manufacturer terms and care instructions.

5 Wheels, brakes, powder coating and glass

Wheel refinishing and caliper painting are cosmetic unless the work order expressly includes structural or mechanical repair. Wheel cracks, repairs, tire mounting/balancing and TPMS must be assessed separately; unsafe components must not be returned to service. Caliper work must protect braking components and requires proper functional checks if hydraulics are disturbed. Powder-coated parts may have color/texture differences due to their original condition. Auto-glass work may require adhesive cure time and sensor/ADAS calibration; the shop will advise any safe-drive-away restriction and document unresolved requirements.

6 Audio systems and electrical accessories

Audio upgrades, starlight headliners, ambient lighting, underglow, kill switches and GPS devices may require routing wires, adding fuses, accessing factory harnesses, drilling mounting points, trim/headliner removal or integration with factory electronics, as specified on the work order. The shop will use appropriate circuit protection and reasonable installation practices. Existing aftermarket wiring, water damage, weak batteries, malfunctioning modules or vehicle modifications can create compatibility limitations. Product fitment, wireless connectivity, vehicle software updates and third-party app/service changes may affect operation. Additional diagnostic, repair, replacement or subscription charges require approval. No particular compatibility, theft-prevention or uninterrupted connectivity is guaranteed unless explicitly promised in writing.

7 Starlight headliners and ambient lighting

Starlight installation can require headliner removal, modification of the liner and fiber-optic routing. Pattern, count, color and animation are governed by the work order; exact spacing and uniformity may vary because of roof structure, fixtures and contours. Existing sagging, fragile fabric, prior adhesive repairs or headliner damage can affect the result. Ambient lighting may require trim adaptation or installation in available factory seams; exact brightness and color can differ between cabin materials, screens and devices. The shop will not intentionally obstruct airbags, seatbelts or safety equipment; any discovered interference must be resolved before completion.

8 Kill switches, GPS tracking and underglow

Kill switches can intentionally disable a designated vehicle function when operated; the customer must receive operating instructions, disclose the device to anyone authorized to drive the vehicle, and understand that incorrect use or faults may prevent starting. No device guarantees theft prevention or recovery. GPS devices may require activation, a cellular/data plan, a separate provider agreement and ongoing fees. A tracker must be used only on a vehicle the customer lawfully owns or is authorized to track; location collection, access permissions and lawful notice to other drivers are the customer’s responsibility, subject to applicable law. The shop must disclose any monitoring or account access it retains. Underglow/exterior lighting may be restricted on public roads; the customer must follow applicable rules, including use of permitted colors and modes. The shop may decline unsafe or unlawful installations.

9 Warranty, care and resolution

Applicable product/manufacturer warranties and any separate shop workmanship warranty will be supplied in writing with their duration, exclusions and claim procedure. Warranty coverage does not automatically include misuse, impact, unauthorized modification, improper cleaning, water intrusion unrelated to installation, or pre-existing faults. Report concerns promptly and allow a reasonable inspection and opportunity for repair, without waiving statutory rights. This agreement does not waive liability for negligence, gross negligence, willful misconduct or rights that cannot lawfully be waived. Georgia law applies subject to mandatory consumer protections.

OPTIONAL / PROJECT-SPECIFIC AUTHORIZATIONS

Complete only when applicable. Unchecked or blank items do not grant permission. For added services or costs, use the approved work order.

☐ Road test authorized (purpose/limits): _____
☐ Off-site transport authorized (destination/purpose): _____
☐ GPS device activation / location collection specifically authorized for this vehicle, subject to the disclosed provider terms, account owner and access permissions on the work order.
☐ Promotional photo/video use authorized (optional; declining does not affect service).

CUSTOMER ACCEPTANCE — ONE SIGNATURE

I have reviewed this agreement and the estimate/work order, understand that only selected services are authorized, and have had an opportunity to ask questions. I approve the disclosed work, pricing and applicable optional authorizations marked above. I will receive applicable care, warranty and device operating instructions at delivery.

Customer printed name: _____

Customer signature: _____ Date: _____

Shop representative (internal use): _____ Date: _____

Important: For structural wheel repair, extensive paint correction, substantial factory wiring modifications, or other newly discovered high-risk work, document the specific scope/risks and obtain separate written approval before proceeding. Device provider privacy terms and applicable legal requirements still apply.