LIMITED LIFETIME WARRANTY

Slade Auto Body & Paint Company Inc.

This Limited Lifetime Warranty covers work performed by Slade Auto Body & Paint Company Inc. (the "Shop") during the repair described on the original work order. It applies only to the person named below and on the original work order (the "Owner"), for as long as the Owner owns the vehicle described below, beginning on the date the repair is completed and ending when the Owner no longer owns the vehicle (for example, by sale, transfer, or total loss). This warranty covers the Shop's labor on the work described in Sections 1 through 5. Parts are covered as described in Section 6, and work performed by outside providers is covered as described in Section 7.

1. Metalwork

Covered: Metalwork performed by the Shop, including welding and the application of materials used in making collision repairs, against cracking, pitting, or deterioration of the repaired area.

Remedy: If a covered defect appears, the Shop will repair and refinish the affected area at no charge to the Owner. Rust is excluded (see Section 8).

2. Paint

Covered: Areas refinished by the Shop, against peeling, cracking, blistering, and delamination, and against fading when it is caused by a defect in the Shop's workmanship or materials, such as poor surface preparation, defective primer, improper paint mixing, or material failure. Color match is warranted to industry-accepted standards. An exact match may not be achievable on aged or weathered finishes.

Conditions of Coverage: This paint warranty applies solely to areas refinished by the Shop over new parts or over existing finishes that were sound and suitable for refinishing at the time the Shop performed its surface preparation. This warranty does not extend to the failure, deterioration, or delamination of any underlying finish that was defective before the Shop's refinishing, including, without limitation, previously peeling, cracking, or failing paint, prior repairs or refinishing not performed by the Shop, or corrosion, where the Shop identified and documented such condition on the estimate or work order.

Any failure attributable to the Shop's own surface preparation, primer, paint mixing, or materials remains covered under this Section.

Remedy: If a covered defect appears, the Shop will refinish the affected area at no charge to the Owner.

Not covered: Rock or stone chips, normal road abrasion, environmental fallout (including acid rain and industrial fallout), and fading from normal aging, sun exposure, or environmental conditions.

3. Glass Installed by the Shop

Covered: Installation of glass the Shop replaces in house (glass that is not bonded to the vehicle, such as door glass) against defects in the Shop's workmanship, such as improper fit, water leaks, wind noise, or improper window operation caused by the installation, for as long as the Owner owns the vehicle.

Remedy: If a covered defect appears, the Shop will correct the installation at no charge to the Owner. The glass itself is covered by its manufacturer's warranty (see Section 6).

Not covered: Glass broken or chipped by impact, stones, road debris, or later damage. Glass bonded to the vehicle, such as windshields, is installed by outside providers and covered as described in Section 7.

4. Decorative Stripes and Decals

Application and adhesion of decorative stripes and decals are warranted for **12 months** from repair completion, excluding environmental damage. If a covered defect appears, the Shop will correct it at no charge to the Owner.

5. Mechanical Repairs

Except as stated in this Section, mechanical repairs performed by the Shop are warranted on workmanship for **12 months or 12,000 miles, whichever occurs first**. If a covered defect appears, the Shop will repair or correct the affected work at no charge to the Owner for labor.

Electrical repairs and ADAS calibrations performed by the Shop are warranted for **12 months** from repair completion. Wheel alignments are not warranted, because road hazards can alter wheel alignment immediately after a repair. Air-conditioning repairs performed by the Shop are warranted for **12 months or 12,000 miles**, whichever occurs first, the same as other mechanical repairs.

6. Parts

Parts (OEM, aftermarket, reconditioned, or used) are covered by the applicable manufacturer's warranty. The Shop's warranty does not extend or exceed the manufacturer's terms. Labor to replace a part that fails is covered only as provided by the manufacturer's warranty for that part.

7. Work Performed by Outside Providers

Work the Shop sublets to outside providers (including replacement of glass bonded to the vehicle, such as windshields, paintless dent repair including hail repair, and any ADAS calibration performed outside the Shop) is covered by that provider's warranty and not by this warranty. The Owner should bring any claim on that work to the Shop, and the Shop will process every such claim with the provider on the Owner's behalf. The Shop coordinates these claims as a service to the Owner and is not responsible for the provider's work or warranty obligations.

8. What Is Not Covered

- Rust, including rust repair and rust-through. Rust is excluded from this warranty.
- Wheel alignments, which road hazards can alter immediately after a repair.
- Normal wear and tear.
- Subsequent accidents, misuse, or neglect.
- Damage from fire, theft, vandalism, severe weather, or harsh chemicals.
- Repairs that have been altered, adjusted, or tampered with by anyone not authorized by the Shop. This affects coverage only for the repair that was altered.
- Loss of use, time, inconvenience, towing, rental, lodging, or other incidental or consequential damages, except where the law does not allow this exclusion.

9. Who Is Covered

This warranty is valid only for the Owner named below, for as long as the Owner owns the vehicle. It is not transferable.

Vehicles used for commercial or fleet purposes: In place of the coverage periods in Sections 1 through 5, the Shop's work on a vehicle used for commercial or fleet purposes is warranted for 12 months or 12,000 miles from repair completion, whichever occurs first. This coverage applies only to the business or person named on the original work order, ends if the vehicle is sold or transferred, and is not transferable. Parts and sublet work are covered as described in Sections 6 and 7, and the exclusions in Section 8 apply.

10. How to Make a Warranty Claim

1. Call the Shop at 410-484-6377 to describe the problem and schedule an inspection.
2. Bring this warranty document. If the document is lost, the claim can still be processed as long as the Shop can verify the repair in its shop management system.
3. For all warranty claims, the Owner must bring the vehicle to the Shop for inspection and any warranty repair. If the Owner has warranty work performed at another facility without the Shop's prior written authorization, the Owner is responsible for the cost of those repairs.
4. The Shop will respond to a claim within 24 to 48 hours. A full inspection and decision are typically completed within 3 to 5 business days. If parts must be ordered or the manufacturer or supplier must be contacted, complete resolution may take 1 to 2 weeks.

11. Your Legal Rights

This warranty is in addition to, and does not replace or limit, any rights you have under Maryland or federal law that cannot be waived. Some laws do not allow limits on implied warranties or on incidental or consequential damages. Any such limit in this warranty does not apply to you to the extent applicable law does not allow it.

This warranty gives you specific legal rights, and you may also have other rights that vary by state.

Warranty Record

By signing below, the Owner acknowledges receiving a copy of this warranty and that any pre-existing condition of the vehicle's finish noted by the Shop appears on the estimate or work order.

Owner's Name: _____

Address / City / State / Zip: _____

Repair Order Number: _____

Date of Repair Completion: _____

Vehicle Year / Make / Model: _____

Owner's Signature: _____

Shop Signature: _____