



HIGH RISK PROCESS CUSTOMER DISCLAIMER FORM

| | | | |
|----------------|---------|----------|---------------|
| FORM REFERENCE | PVD-HRP | REVISION | 2.00 Feb 2019 |
|----------------|---------|----------|---------------|

In certain circumstances there are valeting and detailing processes that pose a high risk of causing additional damage to a vehicle. Normally a car care professional will decline to carry out the process on behalf of a customer. However, there are certain situations where the client may insist on the process being attempted. In these cases, this form may be used to indemnify the car care professional from liability for damage that may occur from the process.

This form is designed to protect both the client and the professional. All sections below must be completed to ensure the client is fully aware of the risk(s) that a certain process poses. For the purposes of this form, the 'client' refers to whoever commissions the work on the vehicle, whoever holds responsibility for the vehicle, and the vehicle owner – be they a single individual or multiple parties. The 'professional' refers to the company commissioned to carry out the work, the individual doing the work, and, where applicable, the sub-contracted company carrying out the work. This could be a single individual or multiple parties.

The most common high risk processes are listed below – each references one of the following pages that has a description, which the client should read in full. For a high risk process in the 'other' category without a pre-formatted description page, please refer to back of this document, where is a blank procedure description template that needs to be completed by the professional. This form can be used in the event that multiple high-risk procedures have been requested.

GUIDE TO RISK DISCLAIMER FORM

| | |
|-------------------------------------|---|
| PROCESS DESCRIPTION | This explains specific procedures associated with particular service based on industry orthodox methodologies. In some cases there may be a requirement to use alternative procedures, in which case the Professional should complete the 'Alternative Procedure Addendum' that will need to be signed by the Client. |
| RISK DESCRIPTION & DAMAGE POTENTIAL | This highlights how a specific process poses an increased risk of damage and the 'worst case scenario'. |
| RISK FACTORS | This section describes what factors can both increase and decrease the level of risk and chance of damage. These can be both related to the original condition of the vehicle, and the manner in which the process is carried out. |
| POTENTIAL REPAIRS | This section describes what repairs may be required should the procedure fail or lead to further vehicle damage. It is not a guarantee to the limit of the potential repair required, simply a guide to the most common repairs needed. |
| ESTIMATED RISK LEVEL | This is the estimated risk level in the opinion of the Professional based on their assessment of the vehicle. This is purely a guide, and 'Low' does not guarantee that damage cannot occur. |
| SIGNATURE | A signature from both the Professional and Client is required on the relevant High Risk Process form. If an 'Alternative Procedure Addendum' form applies, this will have to be signed in addition to the relevant High Risk Process form. |

LIST OF HIGH RISK PROCESS FORMS

| | | | |
|--|--------------------------|---|---|
| 1. USE OF CLAY BARS AND OTHER CLAY-BASED MEDIUMS | 2. NON-ORIGINAL PAINT | 3. USE OF WATER AND OR STEAM ON INTERIOR CLEANING | 4. MATTE & SATIN PAINTED & VINYL SURFACES |
| 5. SERVICES REQUIRING WHEEL REMOVAL | 6. STAIN & ODOUR REMOVAL | 7. VINYL, PPF, BADGE, & DECAL REMOVAL | 8. ENGINE BAY & BRAKE CALIPERS |
| 9. SCRATCH REPAIR | 10. OTHER SPECIFIC RISK | 11. ALTERNATIVE PROCEDURE ADDENDUM | |



1. USE OF CLAY BARS AND OTHER CLAY-BASED MEDIUMS

| | | | | |
|---|--|--------------------------------|-----------------------------|-------------------------|
| <p>PROCESS DESCRIPTION</p> | <p>Clay is used in the decontamination stage, primarily on painted surfaces and glass. Clay has the ability to remove bonded contaminants from the surface, preparing it for machine polishing or the application of a protection system such as a wax. Clay is traditionally used in the form of a malleable block, but is now more commonly used in the form of a pad or cloth. Clay comes in different grades, ranging from mild to coarse. Mild clay is less likely to cause marring but is less effective at removing contamination.</p> | | | |
| <p>RISK DESCRIPTION</p> | <p>As clay abrades the surface in order to remove contamination, the primary risk is referred to as 'marring' where it essentially leaves small scratches on the surface that can vary in severity. Sometimes larger particles can get stuck between the clay and the treated surface that can lead to larger scratches being left. In extreme circumstances, where paint is old, damaged, flaking, poorly applied, or the underlying surface is damaged such as with rust, use of a clay bar can remove paint.</p> | | | |
| <p>DAMAGE POTENTIAL</p> | <p>PAINT MARRING</p> | <p>LARGER SCRATCHES</p> | <p>PAINT REMOVAL</p> | |
| <p>RISK FACTORS</p> | <p>Even when applied with great care, use of clay always carries a degree of risk. The risk increases if the condition of the paint is poor. Equally, if a vehicle has been detailed already and the paint is free of other blemishes, such as swirl marks, any clay bar marring will appear more profound. The visual appearance of clay marring will also vary depending on vehicle colour and the lighting conditions in which it is viewed. If the vehicle is known to have had accident repair work or a SMART repair – thus have non-original paint – the risk of damage may increase.</p> | | | |
| <p>POTENTIAL REPAIRS</p> | <p>Clay marring can usually be removed with a light machine polish. Deeper marks are sometimes removable with a multi-stage machine polish unless they are deeper than the clear coat itself. Paint that has been removed by clay bar will likely require a panel respray or SMART repair.</p> | | | |
| <p>ESTIMATED RISK LEVEL</p> | <p>LOW</p> | <p>MEDIUM</p> | <p>HIGH</p> | <p>VERY HIGH</p> |
| <p>Please sign below to confirm that your PVD Approved car care professional has explained the risks associated with this process, that you have read and understood the risk factors presented above, and are happy to for the professional to carry out the process. You are also confirming that should damage to your vehicle result from this process, you shall not hold the professional liable for any costs – including, but not limited to, the cost of repair, consequential expenses incurred, consequential loss of earnings, consequential reduction in vehicle value. The 'Estimated Risk Level' above is purely a guide and this disclaimer is valid regardless of the estimated risk level.</p> | | | | |
| <p>Signed</p> | | | <p>Print Name</p> | |
| <p>Date</p> | <p>Professional / Company:</p> | | | |



2. NON-ORIGINAL PAINT

| | | | | |
|---|--|------------------------------|-------------------------|-------------------------|
| PROCESS DESCRIPTION | <p>It is not uncommon for vehicles to have non-OEM applied paint on the vehicle. If unknown to the current owner, the detailer may wish to highlight areas. Certain processes carried out in the detailing process pose a potential risk to these surfaces. This is mainly down to the varying thickness of non-OEM paintwork, and also the quality of the repairs carried out. Your detailer will carry out a paint depth reading before approaching the vehicle for any intermediate to major paint correction or machine polishing work. The accuracy of these readings relies on an OEM paint finish, therefore this must be taken into account if non-OEM paint is present.</p> | | | |
| RISK DESCRIPTION | <p>Services that require direct polishing, chemical cleaning or wet sanding of non-OEM paint all pose a risk. If the quality of non-OEM paint is poor, the risk factors can be assumed to be of a greater level. Surfaces that have been repaired without the use of hardened clear-coat, or lacquer also pose a much greater risk. With accurate paint depth readings difficult to achieve, the likeliness of strike through on clear-coat is increased. Non-OEM paint may also be susceptible to chemical marring or etching during the cleaning process. This may be down to varying drying/curing methods when the paint was applied. Non-OEM paint can also vary in hardness in comparison to the original vehicle finish. This can lead to marring of the surface, or scratching occurring, even with the safest wash processes.</p> | | | |
| DAMAGE POTENTIAL | CHEMICAL ETCHING | MARRING OR SCRATCHING | | REMOVAL OF PAINT |
| RISK FACTORS | <p>Chemical etching due to improper or varying curing methods on the non-OEM paint, when preparing and cleaning the vehicle for a detailing service. Marring and scratching due to a greatly reduced paint hardness, in comparison to the original vehicle surface when manually cleaning the vehicle. Paint removal / Strike-through of clear-coat when carrying out wet-sanding, machine polishing and in certain cases hand polishing.</p> | | | |
| POTENTIAL REPAIRS | <p>In certain cases, chemical etching can be easily removed with polish. If the surface requires machine polishing, then the necessary risks must be assessed. This can also be applied to Marring, or scratching due to low paint hardness. In the case of paint removal, the only solution would be to have the necessary panels repainted/repaired.</p> | | | |
| ESTIMATED RISK LEVEL | LOW | MEDIUM | HIGH | VERY HIGH |
| <p>Please sign below to confirm that your PVD Approved car care professional has explained the risks associated with this process, that you have read and understood the risk factors presented above, and are happy to for the professional to carry out the process. You are also confirming that should damage to your vehicle result from this process, you shall not hold the professional liable for any costs – including, but not limited to, the cost of repair, consequential expenses incurred, consequential loss of earnings, consequential reduction in vehicle value. The 'Estimated Risk Level' above is purely a guide and this disclaimer is valid regardless of the estimated risk level.</p> | | | | |
| Signed | | | Print Name | |
| Date | | | Professional / Company: | |



3. USE OF WATER AND OR STEAM ON INTERIOR CLEANING

| | | | | |
|---|---|---|---|-------------------------|
| <p>PROCESS DESCRIPTION</p> | <p>During interior detailing, it is common practice for your Detailer to use water based cleaning methods. Wet cleaning is carried out to remove stubborn contamination and staining to all surfaces. Alongside this, your Detailer may also utilize steam extraction / cleaning equipment. Areas which contain a lot of electrical components are sensitive, so any heavy contamination will be approached with due care.</p> | | | |
| <p>RISK DESCRIPTION</p> | <p>When working with interior surfaces that are already damaged, or deemed as sensitive, more damage can occur through abrasion, water ingress or the use of steam due to temperature. If heavy contamination is prominent around electrical components, your Detailer will always approach with caution. Due to this, sometimes the desired results are not possible to achieve. If the customer requests such sensitive areas to be cleaned thoroughly, then the risks must be outlined.</p> | | | |
| <p>DAMAGE POTENTIAL</p> | <p>DECREASE IN DESIRED RESULTS</p> | <p>DAMAGE TO HARD AND SOFT INTERIOR SURFACES</p> | <p>DAMAGE TO ELECTRICAL COMPONENTS</p> | |
| <p>RISK FACTORS</p> | <p>Further damage to interior surfaces already carrying damage. Decrease in desired results due to sensitive areas. Damage to worn, or deteriorated fabrics when using steam extraction, or wet extraction. Risk of damage or interference with electrical components, when customer requests thorough cleaning of sensitive areas.</p> | | | |
| <p>POTENTIAL REPAIRS</p> | <p>Interior trim or fabric damage can be repaired through the SMART repair system with certain operators. Reduction in desired results can be assessed at job completion, and discussed with the Detailer. If the customer requests further work, then the risks can be discussed and outlined before a rework is possible. Water ingress into electrical components can be assessed by the detailer, and in some cases, remedied with compressed air or water dispersant spray. If this is not effective, then the vehicle must be seen by a qualified vehicle technician, or Auto Electrician</p> | | | |
| <p>ESTIMATED RISK LEVEL</p> | <p>LOW</p> | <p>MEDIUM</p> | <p>HIGH</p> | <p>VERY HIGH</p> |
| <p>Please sign below to confirm that your PVD Approved car care professional has explained the risks associated with this process, that you have read and understood the risk factors presented above, and are happy to for the professional to carry out the process. You are also confirming that should damage to your vehicle result from this process, you shall not hold the professional liable for any costs – including, but not limited to, the cost of repair, consequential expenses incurred, consequential loss of earnings, consequential reduction in vehicle value. The 'Estimated Risk Level' above is purely a guide and this disclaimer is valid regardless of the estimated risk level.</p> | | | | |
| <p>Signed</p> | | | <p>Print Name</p> | |
| <p>Date</p> | | | <p>Professional / Company:</p> | |



4. MATTE & SATIN PAINTED & VINYL SURFACES

| | | | | |
|---|--|-----------------------------|---------------------------------------|------------------|
| PROCESS DESCRIPTION | Matte / Satin vehicles and wrapped vehicles are treated differently to OEM Gloss finishes. When leaving your vehicle for certain services, there are risks, which need to be outlined and assessed before the work is carried out. If the vehicle is wrapped, then the quality of the wrap needs to be assessed pre-work. | | | |
| RISK DESCRIPTION | Abrasives can cause a difference in finish across Matte / Satin panels, therefore must be avoided at all times. For this reason the customer must be aware, that a refusal of work of this manner is common practice. Wrapped vehicles rely purely on the adhesives on the film to maintain their position on the vehicle. This adhesive can deteriorate over time, and the adhesion will be impaired. Stone chips cause problems with water ingress behind the film and can lead to lifting. Gloss films can be polished, but they are made of a much softer material than OEM paint. This can lead to certain issues. | | | |
| DAMAGE POTENTIAL | MARRING OF WRAP/FILM | LIFTING OF WRAP/FILM | MATTE/SATIN FINISH COMPROMISED | |
| RISK FACTORS | When polishing gloss film, surface can be extremely easy to scratch. For this reason, great care is taken, but customer must be aware it is a possibility. Wrap or film lifting due to deteriorated adhesives, or stone/other damage that has lead to a break in the surface, and allowed water ingress. Wrap lifting due to improper, or substandard installation. Matte/Satin surfaces can be susceptible to etching from bird lime, acid rain or hard water rain, tree sap and other hard bonded contamination. This cannot be rectified due to the effect abrasives have on the surface finish. | | | |
| POTENTIAL REPAIRS | Scatched wrapping film can be rectified with further polishing using extremely low abrasive products. This can also lead to more etching so the customer must be aware. Wrapping-film, which has lifted must be returned to the installer for assessment and rectification. Certain products can compromise the Matte/Satin finish through the addition of oils or gloss to the surface. The detailer, using certain degreasing products, or light solvents, can remove these. Matte/Satin surfaces with a fully compromised finish need to be inspected by a paint expert to ascertain what is required. In most cases, a repaint is required. This includes scratches, heavy etching and damage through abrasion to the matte/satin surface. | | | |
| ESTIMATED RISK LEVEL | LOW | MEDIUM | HIGH | VERY HIGH |
| <p>Please sign below to confirm that your PVD Approved car care professional has explained the risks associated with this process, that you have read and understood the risk factors presented above, and are happy to for the professional to carry out the process. You are also confirming that should damage to your vehicle result from this process, you shall not hold the professional liable for any costs – including, but not limited to, the cost of repair, consequential expenses incurred, consequential loss of earnings, consequential reduction in vehicle value. The 'Estimated Risk Level' above is purely a guide and this disclaimer is valid regardless of the estimated risk level.</p> | | | | |
| Signed | | | Print Name | |
| Date | | | Professional / Company: | |



5. SERVICES REQUIRING WHEEL REMOVAL

| | | | | |
|---|---|-----------------------------------|--|------------------|
| PROCESS DESCRIPTION | Certain extended detailing services, and show/concours preparation requires the removal of wheels from the vehicle. This is carried out to fully clean the inner barrels of the wheels, inner wheel arch areas, suspension components, and plastic arch liners. Customer may also request the removal of wheels to add protection products to wheels, such as waxes, sealants or coatings. | | | |
| RISK DESCRIPTION | When there is removal of any fixed component from a vehicle, there are risks to consider. Firstly relating to existing damage to fixings. A wheel bolt, or nut, may have been damaged by a previous technician and impossible to identify until removed. This is also relevant to spigot rings, and spacers if fitted. Secondly, correct lifting of the vehicle must be carried out. If in any doubt with equipment, service must be avoided. Wheels may become damaged when removing due to corrosion bonding of wheels to hubs and brake disc assemblies. Brake shields and wheels can become bent or chipped when removing wheels from vehicles with close fitting brake assemblies. Carbon ceramic brake setups are extremely fragile to impact. For this reason the risk of damage to a Carbon Ceramic brake disc can be extreme. If a wheel impacts the disc, it can chip, crack or dent it. Lastly, the most dangerous, is the correct refitting of wheels, and fixings. This must be carried out by a competent employee, and torque settings should be researched, and the customer should bear witness to them being checked in person. | | | |
| DAMAGE POTENTIAL | DAMAGE TO WHEELS OR FIXINGS | DAMAGE TO BRAKE COMPONENTS | RELEASE OF WHEELS DUE TO IMPROPER REFITTING | |
| RISK FACTORS | Removal of corroded or damaged wheels. Removal of wheels from vehicles with close fitting brakes. Vehicles fitted with Carbon Ceramic braking systems. Removal of wheels using improper lifting equipment. Wheels working loose due to incorrect tightening and torquing procedure. | | | |
| POTENTIAL REPAIRS | Wheels that suffer damage to the paint finish, can be polished by the detailer, or must be presented to a wheel refurbishment specialist for repair. Damaged fixings must be replaced before the vehicle leaves the workshop. Brake shields that are out of shape can often lead to scraping or squealing noises. These are malleable and can be reformed by hand. Wheels that work loose whilst driving can lead to serious events. In this instance, a qualified technician must inspect the vehicle immediately, to assess damage caused. Damage to the Carbon Ceramic braking system must be inspected immediately, by an OEM trained technician for that vehicle. Components will need to be replaced. | | | |
| ESTIMATED RISK LEVEL | LOW | MEDIUM | HIGH | VERY HIGH |
| <p>Please sign below to confirm that your PVD Approved car care professional has explained the risks associated with this process, that you have read and understood the risk factors presented above, and are happy to for the professional to carry out the process. You are also confirming that should damage to your vehicle result from this process, you shall not hold the professional liable for any costs – including, but not limited to, the cost of repair, consequential expenses incurred, consequential loss of earnings, consequential reduction in vehicle value. The 'Estimated Risk Level' above is purely a guide and this disclaimer is valid regardless of the estimated risk level.</p> | | | | |
| Signed | | | Print Name | |
| Date | | | Professional / Company: | |



6. STAIN & ODOUR REMOVAL

| | | | | |
|---|--|---|---|------------------|
| PROCESS DESCRIPTION | Stain and Odour removal carries certain risks due to customer expectations, products used during the process, and after effects post service. | | | |
| RISK DESCRIPTION | Certain stains and odours are extremely difficult to remove. For this reason, it cannot be a guaranteed service. Often, stains can reappear due to the contamination being impregnated deep into soundproofing material, padding or material backing. The detailer will always use the best processes available for each contamination type, but some may need retreatment, or may simply be too ingrained to remove fully. The aim is to provide a satisfactory improvement, relevant to the contamination type, and duration of contamination. For example, if a vehicle has been smoked in for 15 years, then a reasonable improvement is to be expected, but not full removal. Certain chemical odour removal processes can leave residual contamination in the vehicle. In extreme circumstances these can be damaging to health, and risks must be assessed. | | | |
| DAMAGE POTENTIAL | DESIRED RESULT NOT FULFILLED | REAPPEARANCE OF STAINS OR ODOURS | RESIDUAL CONTAMINATION FROM ODOUR REMOVAL PRODUCTS | |
| RISK FACTORS | Historic odours can become ingrained into soft furnishings, and difficult or impossible to remove fully. Staining from products containing dyes, or colourings may be difficult or impossible to remove. Staining which has impregnated soundproofing, or backing material may leach back out to the surface as the products dry. Bacterial based odours will require specialist products, and several applications may be needed. When chemical odour removal is required, residue can lead to health implications, and time scales must be adhered to regardless of customer request. | | | |
| POTENTIAL REPAIRS | Historic odours may need retreatment to achieve an acceptable result. Staining from dyes or colours may require replacement of trim. Stains or odours, which have impregnated soundproofing, may require further treatment. This could also require the removal of trim, carpets and seats. If the vehicle still carries chemical odours after the process has been carried out, then an extended airing period will be required before the customer is able to collect the vehicle safely. | | | |
| ESTIMATED RISK LEVEL | LOW | MEDIUM | HIGH | VERY HIGH |
| <p>Please sign below to confirm that your PVD Approved car care professional has explained the risks associated with this process, that you have read and understood the risk factors presented above, and are happy to for the professional to carry out the process. You are also confirming that should damage to your vehicle result from this process, you shall not hold the professional liable for any costs – including, but not limited to, the cost of repair, consequential expenses incurred, consequential loss of earnings, consequential reduction in vehicle value. The 'Estimated Risk Level' above is purely a guide and this disclaimer is valid regardless of the estimated risk level.</p> | | | | |
| Signed | | | Print Name | |
| Date | | | Professional / Company: | |



7. VINYL, PPF, BADGE, & DECAL REMOVAL

| | | | | |
|---|---|------------------|-------------------------|------------------|
| PROCESS DESCRIPTION | Removing vinyl, stiff plastic, or metal decals and sign-writing can be done in various ways. Solvents can be used to break down the glue, steam can be used to soften the glue, and plastic blades can be used to encourage the two surfaces to part. In some cases a 'toffee wheel' is used, only on vinyl, to accelerate the removal process, particularly on larger areas such as the sides of panel vans. | | | |
| RISK DESCRIPTION | There are three distinct risks when removing vinyl or stiff decals. The first is called 'ghosting' which is common, particularly if the item has been on the vehicle for longer than a couple of months. Over time, paint fades due to UV exposure - it is usually a slow and subtle process. Because the vinyl or decal has essentially been protecting the paint underneath it, when removed, you can often see an outline of where it has been. Secondly, the removal process, even when done carefully with plastic blades, can result in marks, scratches, and indentations in the paint. Finally, particularly when the adhesive is too strong or has been on a long time, it can be stronger than the adhesion of the paint - thus it brings the paint with it when removed. | | | |
| DAMAGE POTENTIAL | GHOSTING | SCRATCHES | PAINT REMOVAL | |
| RISK FACTORS | The length of time the decal or vinyl has been on the vehicle is perhaps the single biggest contributor to the level of risk. In the case of vinyl, the tack level and quality of the vinyl also has a considerable bearing on the ease of removal - high quality vinyl is easier to remove and less likely to damage the surface beneath. Another consideration is the age, type, and quality of the underlying paint. If the paint beneath is not factory, such as after a SMART repair, then it is at a higher risk of being removed. | | | |
| POTENTIAL REPAIRS | Ghosting and light scratches are usually removed through a single stage machine polish, though with cars that have suffered significant fade through oxidation, multiple polishing sets may be required to rectify. Some professionals may insist on a machine polish post removal as a matter of course. If the paint has been removed in the process of removing a decal or vinyl, then a SMART repair or panel repaint at a body shop may be required. | | | |
| ESTIMATED RISK LEVEL | LOW | MEDIUM | HIGH | VERY HIGH |
| <p>Please sign below to confirm that your PVD Approved car care professional has explained the risks associated with this process, that you have read and understood the risk factors presented above, and are happy to for the professional to carry out the process. You are also confirming that should damage to your vehicle result from this process, you shall not hold the professional liable for any costs – including, but not limited to, the cost of repair, consequential expenses incurred, consequential loss of earnings, consequential reduction in vehicle value. The 'Estimated Risk Level' above is purely a guide and this disclaimer is valid regardless of the estimated risk level.</p> | | | | |
| Signed | | | Print Name | |
| Date | | | Professional / Company: | |



8. ENGINE BAY & BRAKE CALIPERS

| | | | | |
|----------------------|--|---|---|------------------|
| PROCESS DESCRIPTION | At the customer's request, your Detailer can carry out engine bay detailing, and specific cleaning or painting of brake calipers. The engine compartment on modern cars is designed to be waterproof, as you would expect for a vehicle designed to drive in poor weather conditions, and be stored outside. The level of water protection can be pushed or tested when working on heavily contaminated engine compartments. For this reason there are possible risks, which need to be outlined. When working with any brake component, there are possible risk factors, due to the importance of the braking system on passenger safety. | | | |
| RISK DESCRIPTION | Heavily soiled engine compartments can require more aggressive cleaning; this may include use of stronger cleaning products and extra water usage. For this reason there are risks involved with electrical components, and rubberised surfaces. Braking systems can be easily worked on by competent technicians, but must be carried out correctly to maintain the safety of the vehicle. This is also relevant when calipers are cleaned or painted. | | | |
| DAMAGE POTENTIAL | CHEMICAL DAMAGE TO ENGINE TRIM PANELS | WATER INGRESS ENGINE ELECTRICAL COMPONENTS | IMPROPER FITTING OF BRAKE COMPONENTS | |
| RISK FACTORS | Plastic or rubberised trim panels, or pipework may become stained or discoloured through the use of strong chemicals when cleaning engine compartments. Certain engine components may suffer water ingress through excessive, or extended water contact when heavily soiled. OEM stickers can be removed by high-pressure water when cleaning engine compartments. Brake components may squeak or squeal after intensive cleaning, due to removal of greases and lubricants. Brake safety may be compromised, by improper refitting of components. | | | |
| POTENTIAL REPAIRS | Discolouration of plastics and rubber surfaces can be treated with specialist products to return the finish back to OEM or better. Your detailer may rectify water ingress with electrical components, if the fault is easily spotted. This can be through the use of compressed air and water dispersant spray. The vehicle may log a fault with the ECU, and therefore will need to be scanned and diagnosed by an auto electrician, or vehicle technician. Brake components must be checked thoroughly before the release of the vehicle. If any issues arise, then the vehicle must be inspected by a qualified technician. | | | |
| ESTIMATED RISK LEVEL | LOW | MEDIUM | HIGH | VERY HIGH |

Please sign below to confirm that your PVD Approved car care professional has **explained the risks** associated with this process, that you have read and **understood the risk factors** presented above, and are happy to for the professional to carry out the process. You are also confirming that should damage to your vehicle result from this process, you shall **not hold the professional liable** for any costs – including, but not limited to, the cost of repair, consequential expenses incurred, consequential loss of earnings, consequential reduction in vehicle value. The 'Estimated Risk Level' above is purely a guide and this disclaimer is valid regardless of the estimated risk level.

| | | | |
|--------|--|-------------------------|--|
| Signed | | Print Name | |
| Date | | Professional / Company: | |



9. SCRATCH REPAIR

| | | | | |
|---|--|-----------------------|-------------------------------|-----------|
| PROCESS DESCRIPTION | Scratch removal/repair can be a high-risk process. The Detailer will take regular paint depth reading throughout the process, but the level of risk is dependent on the customer's expectations of results. The full removal of scratching is possible, but only if the scratch is part way into the clear-coat. The deeper the scratch, the higher the risk involved in the reduction or removal. When the clear coat is fully compromised, then it will be down to the individual detailer to talk through alternative services, including filling of the scratch. | | | |
| RISK DESCRIPTION | The main risk with scratch removal is the possibility of strike-through of the clear-coat. The Detailer will take paint depth readings, and adjust the process accordingly. If the scratch requires wet sanding, then there may be visible sanding marks left behind. If the risks are deemed as too great, then a reduced process may be utilised, but the scratch may still be visible. | | | |
| DAMAGE POTENTIAL | SCRATCH STILL VISIBLE | VISIBLE SANDING MARKS | REMOVAL OF PAINT / CLEAR-COAT | |
| RISK FACTORS | Non-OEM paintwork will lead to inaccurate readings, and either refusal of service, or a reduced service. If wet sanding is used to reduce/remove the scratch, some sanding marks may remain visible. In certain circumstances, clear-coat failure may be a risk, if the scratch is deeper than hoped. If scratch is close to edges, or high points on a panel, the risk for paint removal is greatly increased. | | | |
| POTENTIAL REPAIRS | Scratches that are still visible may be reworked, but only upon full risk assessment with the customer and detailer. Visible sanding marks can be reworked with the use of a machine polisher to fully remove. Paint depth readings must be retaken beforehand. In the event of painr | | | |
| ESTIMATED RISK LEVEL | LOW | MEDIUM | HIGH | VERY HIGH |
| <p>Please sign below to confirm that your PVD Approved car care professional has explained the risks associated with this process, that you have read and understood the risk factors presented above, and are happy to for the professional to carry out the process. You are also confirming that should damage to your vehicle result from this process, you shall not hold the professional liable for any costs – including, but not limited to, the cost of repair, consequential expenses incurred, consequential loss of earnings, consequential reduction in vehicle value. The 'Estimated Risk Level' above is purely a guide and this disclaimer is valid regardless of the estimated risk level.</p> | | | | |
| Signed | | | Print Name | |
| Date | | | Professional / Company: | |



10. SPECIFIC RISK: _____

| | | | | |
|---|----------------------|-------------------------|----------------------|------------------|
| PROCESS DESCRIPTION | | | | |
| RISK DESCRIPTION | | | | |
| DAMAGE POTENTIAL | PAINT MARRING | LARGER SCRATCHES | PAINT REMOVAL | |
| RISK FACTORS | | | | |
| POTENTIAL REPAIRS | | | | |
| ESTIMATED RISK LEVEL | LOW | MEDIUM | HIGH | VERY HIGH |
| <p>Please sign below to confirm that your PVD Approved car care professional has explained the risks associated with this process, that you have read and understood the risk factors presented above, and are happy to for the professional to carry out the process. You are also confirming that should damage to your vehicle result from this process, you shall not hold the professional liable for any costs – including, but not limited to, the cost of repair, consequential expenses incurred, consequential loss of earnings.</p> | | | | |
| Signed | | | Print Name | |
| Date | | Professional / Company: | | |



11. ALTERNATIVE PROCEDURE ADDENDUM

| | | | | |
|---|--|---------------|-------------------------|------------------|
| APPLIES TO: (Please circle) | CLAY BAR NON-ORIGINAL PAINT USE OF STEAM ON INTERIOR MATTE & SATIN SURFACES WHEEL REMOVAL STAIN & ODOUR REMOVAL VINYL & PPF REMOVAL ENGINE BAY & BRAKE CALIPERS SCRATCH REPAIR | | | |
| ALTERNATIVE PROCEDURE DESCRIPTION | | | | |
| DAMAGE POTENTIAL | | | | |
| RISK FACTORS | | | | |
| POTENTIAL REPAIRS | | | | |
| ESTIMATED RISK LEVEL | LOW | MEDIUM | HIGH | VERY HIGH |
| <p>Please sign below to confirm that your PVD Approved car care professional has explained the risks associated with this process, that you have read and understood the risk factors presented above, and are happy to for the professional to carry out the process. You are also confirming that should damage to your vehicle result from this process, you shall not hold the professional liable for any costs – including, but not limited to, the cost of repair, consequential expenses incurred, consequential loss of earnings.</p> | | | | |
| Signed | | | Print Name | |
| Date | | | Professional / Company: | |