

# **MrDentz – Hail and Dent**

## **Limited Lifetime Paintless Dent Repair Workmanship Warranty**

MrDentz LLC stands behind the quality of the Paintless Dent Repair (“PDR”) workmanship we perform. Our warranty is intended to protect our customers when a problem is directly related to work performed by MrDentz, while recognizing that vehicles, paint finishes, plastics, trim and other components naturally age and deteriorate over time.

### **LIMITED LIFETIME PDR WORKMANSHIP WARRANTY**

For as long as the original customer owns the repaired vehicle, MrDentz warrants that a dent specifically repaired by MrDentz using Paintless Dent Repair and identified on the final repair order will not return or become materially visible again as a direct result of defective PDR workmanship.

If MrDentz determines that a covered repair has failed because of our workmanship, MrDentz will, at its option, re-perform or correct the affected PDR repair at no additional labor charge.

This warranty applies only to the specific areas and repairs performed by MrDentz and documented on the final repair order.

**This is not a warranty of the entire vehicle, its paint finish, trim, components or areas that were not repaired by MrDentz.**

### **VEHICLE AGE, NORMAL WEAR AND ENVIRONMENTAL EXPOSURE**

All vehicles and automotive components have a finite service life.

As vehicles age, normal deterioration may occur regardless of whether Paintless Dent Repair has ever been performed. Paint and clear coat may become thinner, harder, less flexible, chipped, scratched, faded, oxidized or otherwise deteriorated from age and normal use.

Texas and other southern climates can subject vehicles to particularly severe conditions, including prolonged high temperatures, intense ultraviolet exposure, rapid temperature changes and extended sun exposure.

Over time, these conditions may contribute to deterioration or brittleness of materials including:

- exterior and interior plastics;
- trim panels;
- moldings;
- clips and fasteners;
- rubber seals and weatherstripping;
- adhesives;
- headliner materials;
- painted and clear-coated surfaces; and
- other vehicle components.

These conditions occur as part of the normal aging and environmental exposure of a vehicle and are outside the control of MrDentz.

MrDentz does not warrant against the natural aging, deterioration or eventual failure of vehicle materials or components simply because those components were located near, removed for access to, or otherwise associated with an area where PDR was performed.

The presence of a prior MrDentz repair does not establish that a later failure, crack, chip, paint condition, broken component or other problem was caused by MrDentz.

There must be a reasonable relationship between the claimed condition and the work actually performed by MrDentz.

## **HAIL DAMAGE AND INSURANCE CLAIMS**

When MrDentz performs hail damage repairs, our work is limited to damage reasonably identified as being related to the covered hail loss and authorized for repair.

An insurance estimate, supplement, appraisal, inspection or payment does not establish that every dent, scratch, chip or other condition present on the vehicle was caused by hail or is included in the MrDentz repair.

Pre-existing damage and damage unrelated to the covered hail event are not included unless specifically identified and separately authorized for repair.

This includes, but is not limited to:

- prior dents;
- door dings;
- collision damage;
- body-line or impact creases;
- scratches;
- paint chips;
- cracked or damaged paint;
- previous body repairs;
- previous refinishing or repainting;
- corrosion;
- trim damage; and
- other non-hail-related conditions.

Customers who would like unrelated or pre-existing damage repaired should ask MrDentz for a separate Paintless Dent Repair estimate.

Additional hail-related damage from the covered loss identified after repairs are completed may be submitted to the customer's insurance carrier as a supplement to the original claim; MrDentz will prepare and submit supplement documentation through the carrier's process.

MrDentz does not guarantee what an insurance carrier will approve, pay, deny or classify as covered damage. Insurance coverage decisions are made by the insurance carrier under the customer's policy.

## **PRE-EXISTING VEHICLE CONDITION**

Vehicles may contain existing damage, previous repairs, normal wear, scratches, chips, dents, paint defects, corrosion, deteriorated components and other conditions that may not always be readily apparent before repairs begin.

Pre-repair photographs, videos, estimates, inspection notes, insurance documentation and repair orders may be used by MrDentz to document the condition of the vehicle and the areas authorized for repair.

MrDentz is not responsible under this warranty for conditions that existed before the vehicle was delivered to MrDentz or for unrelated conditions discovered during or after the repair.

## **PAINT CONDITION AND PREVIOUS REPAIRS**

Paintless Dent Repair manipulates the vehicle's existing metal while attempting to preserve the existing painted finish.

MrDentz does not manufacture the vehicle, its paint system or its components and therefore cannot guarantee the remaining lifespan, adhesion, flexibility or durability of those materials.

Paint becomes more vulnerable as it ages and may have been affected by:

- ultraviolet exposure;
- extreme heat;
- previous impacts;
- stone chips;
- scratches;
- previous PDR;
- previous body repairs;
- repainting or refinishing;
- improper previous repairs;
- chemical exposure;
- corrosion;
- manufacturing defects; or
- normal deterioration.

MrDentz cannot warrant the condition, adhesion, thickness, flexibility or remaining service life of paint or refinishing materials that were not applied by MrDentz.

This warranty does not cover paint cracking, chipping, peeling, delamination, clear-coat failure, fading, oxidation, corrosion, previous body filler failure or other finish problems caused by age, previous repairs, environmental exposure, manufacturing defects or pre-existing conditions.

If MrDentz knows before repair that a particular condition presents an unusual risk to the existing finish, we will make reasonable efforts to advise the customer before proceeding.

## **REMOVAL AND INSTALLATION OF AGED COMPONENTS**

Proper Paintless Dent Repair sometimes requires removal and installation of trim, moldings, headliners, lamps, interior components, shields, liners or other vehicle components to obtain access to the damaged area.

Many of these components become brittle or deteriorate with age, mileage, heat and environmental exposure.

A clip, molding, plastic component, adhesive, fastener or similar item that breaks or fails during otherwise reasonable removal because it has become brittle, weakened or deteriorated from age or environmental exposure is not automatically evidence of improper workmanship.

MrDentz will exercise reasonable professional care when removing and reinstalling components.

However, MrDentz cannot guarantee that aged, previously damaged, deteriorated or previously repaired components will survive disassembly and reassembly without failure.

## **NORMAL PDR LIMITATIONS**

Paintless Dent Repair is a highly specialized repair process intended to restore damaged metal while preserving the existing finish.

Repair results can be affected by numerous factors including:

- severity of the damage;
- depth of the dent;
- sharpness of the impact;
- location of the damage;
- body lines;
- metal stretching;
- panel access;
- panel construction;
- aluminum or high-strength materials;
- previous repairs;
- condition of the paint;
- age of the vehicle; and
- overall condition of the damaged panel.

This warranty does not constitute a promise that every repaired area will be indistinguishable from a brand-new, never-damaged OEM panel when viewed under every conceivable lighting condition, angle, magnification or specialized inspection method.

The applicable standard is professional Paintless Dent Repair workmanship consistent with the repair agreed upon and the practical limitations presented by the damaged panel.

## **WHAT THIS WARRANTY DOES NOT COVER**

This warranty does not cover damage or conditions resulting from:

- normal vehicle aging or deterioration;
- new hailstorms;
- accidents or collisions;
- subsequent impacts;
- new door dings;
- falling objects;
- vandalism;
- road debris;
- stone chips;
- scratches occurring after repair;
- environmental exposure;
- extreme heat;
- ultraviolet exposure;
- weather-related deterioration;
- corrosion;
- pre-existing damage;
- unrelated damage;
- defective or deteriorated factory paint;

- previously refinished surfaces;
- previous body repairs;
- body filler;
- previous structural repairs;
- manufacturer defects;
- recalls;
- normal component failure;
- misuse;
- neglect;
- improper maintenance;
- alteration or repair by another repair facility; or
- damage occurring after the vehicle leaves MrDentz that is unrelated to work performed by MrDentz.

The fact that MrDentz previously worked on a vehicle, panel or nearby component does not by itself establish responsibility for a later condition or component failure.

## **OUR RESPONSIBILITY TO OUR CUSTOMERS**

MrDentz believes strongly in standing behind the work we actually perform.

This warranty is not intended to excuse MrDentz from responsibility for damage directly caused by our own defective workmanship.

Likewise, nothing in this warranty is intended to protect MrDentz from responsibility for damage proven to have been directly caused by gross negligence or intentional misconduct by MrDentz.

At the same time, MrDentz cannot reasonably accept responsibility for deterioration, damage, component failure or other conditions that were not caused by repairs we performed.

The purpose of this warranty is to distinguish between a legitimate workmanship-related issue and conditions arising from vehicle age, previous damage, normal wear, environmental exposure, manufacturer defects, subsequent damage or other circumstances outside the control of MrDentz.

## **CUSTOMER INSPECTION AND UNRELATED DAMAGE CLAIMS**

Customers are encouraged to inspect their vehicle when it is returned.

Any claim that MrDentz caused new physical damage unrelated to the actual PDR workmanship should be reported to MrDentz promptly after discovery.

MrDentz must be provided a reasonable opportunity to inspect the claimed condition and compare it with available photographs, videos, estimates, repair documentation and pre-existing-condition records.

Customers should not have another repair facility alter, disassemble or repair the claimed area before MrDentz has been provided a reasonable opportunity to inspect it.

Failure to provide MrDentz a reasonable opportunity to inspect a claimed condition before the area has been altered or repaired may prevent MrDentz from determining whether the condition resulted from work we performed.

## **WARRANTY CLAIM PROCEDURE**

Warranty claims must be presented directly to MrDentz with the vehicle available for inspection. Contact MrDentz by call or text at (512) 940-9918, by email at [joe@mrdentz.com](mailto:joe@mrdentz.com), or in person at 1309 Leander Dr.,

Suite 1004, Leander, Texas 78641.

The customer must provide reasonable information allowing MrDentz to identify the original repair, including the customer's name, vehicle information and, when available, the original repair order or invoice.

MrDentz must be given a reasonable opportunity to:

1. inspect the vehicle;
2. inspect the claimed condition;
3. review the original repair documentation;
4. review available photographs and vehicle-condition documentation; and
5. determine whether the claimed condition is directly related to workmanship performed by MrDentz.

### **EXCLUSIVE WARRANTY REMEDY**

For a valid claim covered by this Limited Lifetime PDR Workmanship Warranty, MrDentz's warranty obligation is to inspect and, where reasonably repairable through PDR, correct or re-perform the affected MrDentz repair.

This warranty does not provide reimbursement for unrelated repairs, diminished value, loss of use, rental vehicles, transportation expenses, lost income, inconvenience or incidental or consequential expenses except where otherwise required by applicable law.

### **NON-TRANSFERABLE**

This Limited Lifetime PDR Workmanship Warranty applies only to the original customer for as long as that customer owns the vehicle.

The warranty ends when the vehicle is sold, transferred, traded, totaled or otherwise ceases to be owned by the original customer.

### **NO EXPANSION OF WARRANTY**

Statements made in advertising, estimates, conversations, photographs, social media or other communications do not expand this written Limited Lifetime PDR Workmanship Warranty unless an additional warranty is specifically stated in writing on the final repair order and authorized by MrDentz.

This warranty applies only to Paintless Dent Repair workmanship actually performed by MrDentz.

Nothing contained in this warranty is intended to waive or restrict any right or responsibility that cannot legally be waived or restricted under applicable law.

### **MrDentz LLC**

#### **MrDentz – Hail and Dent**

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