

CERAMIC COATING WARRANTY

Doorstep Detailing LLC dba Chorus · chorusx.co

This warranty covers the Chorus ceramic coating applied to your vehicle, for the duration listed on your service invoice. It exists so you know exactly what's protected, what it takes to keep that protection active, and what happens if something goes wrong. Chorus operates as a mobile service – every inspection, check-up, and claim under this warranty is handled at your home, office, or another location we agree on. You never need to bring your vehicle anywhere.

This document applies only to multi-month and multi-year ceramic coating packages. It does not apply to any coating add-on sold as a short-duration maintenance boost rather than a primary coating – those are covered by the terms disclosed at time of purchase, not this warranty.

WHAT'S PROTECTED

Coverage applies to the coated painted surfaces of your vehicle for the term you purchased (as short as one month, up to ten years, depending on the package on your invoice). While active, it protects against:

- Fading of gloss or loss of water-beading performance under ordinary conditions
- Tree sap residue
- General airborne contamination (pollen film, light industrial fallout)

Bird droppings, insect residue, and similar acidic contaminants must be rinsed off within 24 hours of noticing them. Left longer, they can permanently etch through the coating – that outcome is not covered.

A coated vehicle that's cared for properly will hold its finish and shine longer than an uncoated one. That guarantee depends on avoiding the following, for the life of the coating:

- Automated or touchless car washes
- Brush-based or friction car washes
- Washing the vehicle while it's hot or in direct sun
- Layering any wax, sealant, or other coating product on top of the Chorus coating
- Drying or wiping the vehicle with abrasive towels or materials

Every Chorus coating is engineered for OEM clear coat and is safe on manufacturer-finished paint when applied through our process.

Hard water spots and mineral deposits are not covered – most lift with routine washing and aren't a sign the coating has failed. Permanent etching from water spots that were never removed also falls outside this warranty.

WHEN CHORUS WARRANTY BEGINS

Chorus warranty coverage begins only after all of the following requirements have been satisfied:

- The coating is applied by a Chorus Service Applicator who is trained and approved by Chorus.
- Chorus receives a completed and signed Service Agreement.
- Chorus receives full payment for the ceramic coating service.
- The coating completes the 72-hour curing period after application.
- All paint correction recommended by Chorus as necessary for installation is completed before the coating is applied.

If any activation requirement above is not satisfied, the Chorus warranty does not activate and no Chorus warranty coverage exists.

ANNUAL INSPECTION & OWNERSHIP REQUIREMENTS

- Coverage applies only to the original vehicle owner and is non-transferable. Coverage becomes void immediately upon any change of ownership.
- The vehicle must undergo an annual inspection within 30 days before or after the application anniversary date.
- The annual inspection must be performed by Chorus or a Chorus-authorized Service Applicator. It includes a maintenance wash and warranty check and is billed at \$99.
- Failure to complete the annual inspection within the required window immediately voids Chorus coverage unless written cancellation or rescheduling notice is provided to Chorus at least 48 hours before the inspection deadline.

SEPARATE MANUFACTURER WARRANTY

The Chorus warranty and any separate manufacturer warranty offered by the coating manufacturer are separate layers of coverage. The requirements above apply to the Chorus warranty only. Any manufacturer warranty, when applicable, is governed by that manufacturer's own registration, eligibility, inspection, maintenance, and claim requirements. Failure to activate or maintain the Chorus warranty does not, by itself, cancel or void a separate manufacturer warranty.

WHICH VEHICLES QUALIFY

- Clear coat free of visible damage, defects, or fading at the time we coat it
- New or used vehicles still wearing factory-applied paint
- Vehicles with paintwork refinished to manufacturer standard

Vehicles with aftermarket respray, wrap, or vinyl are excluded unless Chorus inspects and approves the surface in writing before coating.

KEEPING COVERAGE ACTIVE

- Warranty coverage applies only to the original vehicle owner and is non-transferable. Coverage becomes void immediately upon any change of ownership.
- An annual inspection is required every 12 months, within 30 days before or after the application anniversary date. It must be performed by Chorus or a Chorus-authorized Service Applicator and includes a maintenance wash and warranty check billed at \$99.
- Failure to complete the annual inspection within the required window immediately voids Chorus warranty coverage unless Chorus receives written cancellation or rescheduling notice at least 48 hours before the inspection deadline.
- Chorus coverage begins only after the coating completes its 72-hour cure period and Chorus has received both the completed signed Service Agreement and full payment.
- The coating must have been applied by a trained and approved Chorus Service Applicator.
- Any paint correction recommended by Chorus as necessary for installation must have been completed before the coating was applied.

IF YOUR VEHICLE IS REPAINTED

Should a panel need repainting after an accident:

1. The coating must be stripped from that panel before body work begins, by a certified shop or applicator.
2. Keep the repair receipt – it's required as proof before we'll re-coat the panel.
3. Get written sign-off from Chorus before you schedule or approve third-party paint work, or the panel won't be eligible for re-coating under warranty.
4. A Chorus technician has to reapply the coating to that panel for it to remain covered.
5. You or your insurer cover the cost of that reapplication – repair isn't included in this warranty.
6. Pricing depends on the panel(s) involved; reach out for a quote.

PRIOR REPAIRS & REFINISHING

If a panel was repainted below manufacturer quality before we ever coated it, Chorus isn't responsible for coating failure or paint issues tied to that earlier work.

NOT COVERED

- Skipping recommended care or the required checkup
- Paint issues that existed before coating
- Any panel or surface Chorus didn't coat
- Etching from water spots or mineral deposits
- Factory paint defects – peeling, bubbling, orange peel, delamination
- Collisions, scratches, dents, chips, or intentional damage
- Extreme weather or environmental events
- Time or use of the vehicle lost to inspection or repair
- Anything already covered by a manufacturer or other third-party warranty
- Vehicles already wearing another shop's ceramic coating or PPF
- Non-Chorus products applied over our coating
- Rideshare, delivery, work-truck, or other commercial/fleet use, unless Chorus approved it in writing beforehand
- Compounding, polishing, or aggressive washing by anyone other than Chorus that breaks down the coating
- General neglect – including long stretches without washing that let contaminants build up

CHANGES TO THIS WARRANTY

Chorus can update this warranty at any time; the current version always lives at chorusx.co. Your coverage follows the version in place when you purchased, unless we've agreed otherwise in writing.

FILING A CLAIM

- Tell us within 30 days of spotting the issue – claims reported later won't be honored.
- A \$50 inspection fee applies to evaluate the claim; it's refunded if we approve it.
- Approval is at Chorus's discretion.
- Bring dated photos or maintenance records showing the vehicle's been cared for – without them, we may not be able to approve the claim.
- Claims tied to visible neglect, poor upkeep, or damage outside the scope of this warranty won't be approved.
- Approved work is done by Chorus, at your location, like everything else we do.

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- Our liability under this warranty is capped at \$1,000 or the price of your original coating service, whichever is less, and is limited to reapplying the product. We don't offer cash refunds or other compensation.