



Restoring the joy

Don't let a minor mishap ruin the joy of owning a Honda. Honda Cosmetic Care Membership is Powered by AutoXCarCare. Backed by over 30 years of experience in the automotive repair industry, the service and repair quality you will receive will exceed your expectations. Members receive one free repair per anniversary year, and each additional repair incurs a \$50 fee. With this membership, your Honda will be restored to looking its best, should minor cosmetic damage occur.

How to request a repair

 **Step 1.** Take photos as per Photo Guidelines

 **Step 2.** Log onto the app & follow the prompts, this can be found on IOS and Android as AutoXCarCare, **OR**

Visit our website at
www.autoxcarcare.com.au
and use your membership login

Send photos to
repairs@autoxcarcare.com.au
Repair Requests submitted via email must have; name, membership number and a description of the damage and the location of the damage.


 **Step 3.** One of our Customer Service Representatives will be in contact to discuss your request.

Photo guidelines

One of the many benefits of Your Honda Cosmetic Care Membership Powered by AutoXCarCare Program is the ability to submit multiple Repair Requests throughout the term of your Membership Program.

Please follow the photo guidelines to reduce delays in assessing Your Repair Request. We are reliant on the quality of the photos you provide to be able to make an informed decision on whether we are able to repair the damage or not.



Take an up front and close photo, about 30cm away from the damage, making sure you capture all the damage.



Now let's see the complete panel that has the damage, about 1 metre away and directly in front of it.




Just so we are sure there is no additional damage, we need an angled photo of the damage about 1 metre away.



Now take a photo that includes the surrounding panels - we need to see the full side.

Photo tips:

 **1**
Ensure there are no obstructions casting shadows on the vehicle

 **2**
Wipe down the area to be photographed, ensuring they are clean and dry

 **3**
Daylight is the best lighting when taking photos

 **4**
To ensure photos are not blurry, allow the camera to focus before taking the photo

Repair guide overview

Members receive one free repair per anniversary year, and each additional repair incurs a \$50 fee.



Price comparison guide

Service	Member price*	Panel shop (average)
Bumper Bar Scrapes	\$50	\$350 - \$1000
Deep Scratch	\$50	\$350 - \$1200
Body Kit Repair	\$50	\$250 - \$1000
Alloy Wheel Repair	\$50	\$200 - \$500

*After annual free repair item.

Key exclusions

- Structural damage
- Horizontal panels such as bonnets, roofs or boot lids (other than stone chips)
- Non-painted textured plastic surfaces

*Repairs are guaranteed for a lifetime period from the date of the repair service, provided ownership of vehicle remains with the same owner. Conditions apply. Please see the T&C's booklet or honda.com.au/cosmeticcare.



Repair options

1

Metropolitan Mobile Repairs[†]

We come to you at a convenient time and location in metropolitan capitals.



[†]Repairs in areas outside metropolitan capitals, i.e. Brisbane, Sydney, Melbourne, Adelaide and Perth, may be conducted by an approved AutoXCarCare repairer.

2

Metropolitan Fixed Site Repairs[‡]

Would you rather drop off your car? We have multiple repair sites available in metro areas.



[‡]Located in Metropolitan capitals

3

AutoXCarCare Approved Regional Repair Network[‡]

We have a national network of regional repairers.



[‡]Repairs in areas outside metropolitan capitals, i.e. Brisbane, Sydney, Melbourne, Adelaide and Perth, may be conducted by an approved AutoXCarCare repairer and will not offer mobile services.