

# How to Request a Repair

## 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.



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 areas 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



## 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](http://www.autoxcarcare.com.au) and use Your Membership login
- Send photos to [repairs@autoxcarcare.com.au](mailto: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.

## What is not provided under this Membership (Cont)

- Should short test/calibration or electrical fault repairs be required on Your vehicle due to warning faults; we will be unable to undertake repairs until these faults are assessed and we have been given clearance from the Dealership. Costs for calibration and any electrical repairs are Your responsibility.
- Alloy wheels that have a chrome, shadow chrome, matt clear or any other customised finish, non-OEM / non-factory aftermarket wheels. Any damage that exceeds 1mm in depth. For machined wheels - only a total maximum of 1mm of material can be removed from each alloy wheel. This is to retain the integrity and safety of the alloy wheel as well as adhering to manufacturer standards. Shadow chrome, matt, and non-OEM / non-factory aftermarket wheels – Conditions apply and will be at the discretion of AutoXCarCare. Pinstripe alloy wheels where the damage is more than 10% of the wheel. Buckled alloy wheels or alloy wheels that require straightening or welding. Overtightened/ over-torqued bolts that render the alloy wheel being unable to be removed. Tyres that in the opinion of our Technician have been damaged and need replacing before we undertake the repairs. Machined alloys that are larger than 22" (a painted, non-machined, cosmetic repair could be considered at the discretion of AutoXCarCare). It is recommended that You undertake a wheel balance on the repaired alloy wheel upon completion of the repair.
- Dents on swage lines or metal folds - Conditions apply and will be at the discretion of AutoXCarCare.
- Any liability to a third party.
- Loss of use of Your vehicle or any other consequential losses that are directly or indirectly caused by the event which led to the Repair Request, such as travel expenses or loss of earnings.
- Minor Cosmetic Damage caused by pressure waves of an aircraft or other aerial device travelling at sonic or supersonic speed.
- Any Repair Request arising as a result of war; any warlike activity (whether war be declared or not); civil unrest, or any act that the Australian Government considers to be an act of terrorism.
- Any Repair Request that is directly or indirectly caused by ionising radiation; the combustion of nuclear fuel; contamination by radioactivity from any nuclear fuel or waste, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or associated nuclear parts.
- Any Repair Request that occurs before the Start Date or otherwise outside of the Period of the Membership.
- Anything not specified under the "What Is Provided under this Membership" section.

## Definitions

Whenever the following words appear in Your Membership, they have the meanings given below:

- **Membership Agreement** means the agreement between You and AutoXCarCare for the Period of the Membership as governed by these terms and conditions:
- **Minor Cosmetic Damage** means:
  - **Side Panels:**
    - scratches (up to 6cm in length and 3mm in depth); and
    - dents (up to 6cm in diameter and 5mm in depth) where the paint has not been chipped or broken and will be removed by PDR (paintless dent removal) technique. Must not be on a swage line or on a metal fold.
  - **Flat/Horizontal Surfaces** (bonnet, roof and boot lid/ tailgate):
    - chips (up to 3mm in diameter and 1mm in depth - rust prevention only). 30 chips per Repair Request; and
    - superficial scratches on up to 4 panels (clear coat must not be compromised) only a buff and polish option is offered and we cannot guarantee the full removal of the scratches.
  - **Bumpers:**

Scuffs (up to 50cm in diameter and 5mm in depth) excludes metal and textured finishes; and

In the case of multiple chips, scratches, dents or scuffs caused by the same incident, the total diameter of the combined damaged area must be no more than 50cm, however the individual limits above will still apply.
  - **Windscreen Chips:**

Repair up to Two (2) stone chips on the front windscreen. The maximum is 3mm in diameter and the off-shooting cracks are less than 1cm.
- **Machined Alloys:**

Repair alloy wheel scratch or scrape by CNC machining or cosmetic repair, colour match, respraying up to 22" (a painted, non-machined, cosmetic repair is at the discretion of AutoXCarCare).
- **Painted Alloys:**

Repair alloy wheel scratch or scrape by repairing damaged area, colour match, respraying and blending.
- **Interior Leather and Vinyl Repairs:**

Cosmetic repair of a scratch or a tear in leather and vinyl seats up to 8cm in length and 5mm in width.
- **Period of Membership** means the period commencing after the Start Date until the earliest of the following:
  - the end of the Period of Membership shown on Your Membership Agreement;
  - the date on which Your vehicle is written off;
  - the date this Membership is cancelled in accordance with these Terms and Conditions; or
  - the date Your vehicle is sold, transferred to another party, or repossessed.
- **Repair Request** means a request made by a member in accordance with the "How to make a Repair Request" procedure contained in these terms and conditions.
- **Repair Service** means a small to medium area repair technique for restoring Minor Cosmetic Damage on Your vehicle. A typical Repair involves cleaning, preparing and priming the damaged area, followed by spraying and finishing with lacquer.
- **Repair Technician** means a trained repairer or associated facility authorised by the Repairs Department.
- **Start Date** means the date Your Membership commences.
- **You/Your** means the individual or company specified on Your Membership Agreement.
- **Your vehicle** means the vehicle shown on Your Membership Agreement.

# RESTORING

## The Joy



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# Honda Cosmetic Care Membership

## Terms & Conditions

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### Your Membership Agreement

This Membership is provided by AutoXCarCare Pty Ltd ABN 55 624 253 685 with company Head Office at 8 Walhalla Way, Ravenhall VIC 3023 (AutoXCarCare)

As You would expect, You will receive a quality service that’s always reliable and handles Repair Requests quickly and efficiently.

Please ensure that You read this Membership document and that You fully understand the Terms and Conditions relating to the Membership as it explains how the Membership works and the benefits You enjoy as a Membership holder. If You have any questions or any of Your details are incorrect, please contact the Customer Service Department.

#### IMPORTANT:

- You may only purchase this Membership within 30 days of the date You take delivery of Your vehicle.
- Your vehicle must have a standard, manufacturer-approved paint finish which is not self-healing, chrome illusion or two-tone, and it must not have a matte finish or vinyl wrap.
- Your vehicle must not have any existing damage upon commencement of Membership.

#### This Membership will not apply to:

- Any vehicle used in the motor trade on any type of motor trade membership.
- Any vehicle used at any time in a public service capacity, such as Military, Police or Ambulance vehicles.
- Any vehicle used at any time for hire and reward, courier or delivery services, short-term self-drive, for the carriage of passengers, including but not limited to taxi services, private hire, or vehicles used for driving instruction purposes in connection with Your occupation.
- Any vehicle used at any time for any type of competition or rally, racing, any type of track day, off road recreational four-wheel driving, speed testing, pace making or reliability trials.
- Any vehicle being used for commercial purposes, or trades services such as but not limited to plumbing, carpentry, landscaping, concreting, dog-grooming, agriculture, or primary industries are not eligible to be covered under the Membership.
- Motorcycles, scooters, quad bikes, tricycles, mopeds, sidecars, trailers, boats, kit cars, invalid carriages, buses, coaches, motorhomes, stretched limousines, touring caravans or trucks. (Whereas the vehicle is used for a percentage private/commercial use is not covered).

### ► How to Contact us

#### Customer Service

In writing: 8 Walhalla Way, Ravenhall 3023 VIC  
By telephone: 1300 000 763  
By email: club@autoxcarcare.com.au

*We recommend that you save the number to your mobile phone*

Telephone lines are open Monday – Friday between the hours of 8am-5pm

If You have any difficulties reading this document, please contact Customer Service.

#### To Make a Repair Request

By app or website; or  
By telephone: 1300 000 763  
By email: repairs@autoxcarcare.com.au

Our maximum liability to You for the loss You suffer or incur in connection with the Membership Terms and Conditions or any other agreement arising out of or in connection with the subject matter (whether based in contract, tort (including negligence), statute or otherwise) is, to the extent permitted by law, limited to the amount You have paid to us for the relevant Repair pursuant to the Membership Terms and Conditions.

### What is Provided Under this Membership

#### Benefits

The Honda Cosmetic Care Membership Powered by AutoXCarCare has been designed to provide the Repair Service to members for Minor Cosmetic Damage caused during the period of Membership. You will receive all the following benefits of Membership in relation to Your vehicle:

- An efficient Repair Service with a simplified Repair Request process which is easy to access; with an option to call, utilise a mobile app or email for ease;
- The assurance that the repair Service will be completed by a qualified Technician;
- Subject to the Membership Agreement, unlimited Repair Services for Minor Cosmetic Repairs;
- Advice and assistance on the AutoXCarCare website; and
- Notification of discounts or deals through the AutoXCarCare website.
- Repairs in areas outside metropolitan Capitals, i.e. Brisbane, Sydney, Melbourne, Adelaide and Perth, may be conducted by an approved AutoXCarCare repairer.

#### Number of Repairs

Subject to the Terms and Conditions, this Membership assists with the repair of Minor Cosmetic Damage to Your vehicle.

This Membership covers You for the damage as set out in the Terms and Conditions.

You will receive one free repair per anniversary year as set out in Your Membership Agreement. Free repairs are non-cumulative.

There is no limit to the number of Repair Requests that You can make under this Membership. Any Repair Services exceeding the annual free repair as set out by Your Membership Agreement will incur a \$50 repair fee per additional damaged panel.

### Cancellation

#### Cancellation within the cooling-off period

You have the right to cancel this Membership and to receive a full refund of Your Membership, provided that no Repair Requests have been lodged, by giving notice of cancellation within 7 days of the Start Date and quoting the Membership number or vehicle registration.

#### Cancellation outside the cooling-off period

If this Membership is cancelled at any time after 7 days from the Start Date You will be entitled to a refund of the unused portion of the Membership paid to date, minus a cancellation charge of 50% of the remaining value of the Membership. Any refund due will be calculated on a daily pro-rata basis from the date that AutoXCarCare receives the notice of cancellation.

For memberships purchased through a finance arrangement, borrowings or any debt instruments, the refund will only be in relation to the retail membership price. Interest charges and borrowing costs are not covered under these terms and will not be refunded.

If a Repair Services has been submitted and completed in the Period of Membership, the refund becomes void.

To cancel this membership please contact the original distributing dealer who arranged Your membership. Alternatively, please contact customer service on any of the below; In writing: 8 Walhalla Way, Ravenhall Victoria 3023 By telephone: 1300 000 763

By email: club@autoxcarcare.com.au AutoXCarCare reserves the right, in the event of any fraudulent activity or non-compliance with these Membership Terms and Conditions, to cancel this Membership at any time before or during the Period of Membership. Additionally, once a Repair Request has been approved by the Repairs Department, no refund of Membership will be paid.

### ► Repair Request Process

Please contact the Repairs Department and have Your Membership Agreement and registration available.

- See How to Request a Repair.
- Multiple Repair Requests must have individual submissions, each panel on Your vehicle is treated as a single repair request (for example, three damaged panels equal three separate Repair Requests).
- To avoid delays in the processing of Your Repair Request, ensure all photos meet the photo guidelines in How to make a Repair Request.
- When submitting Your Repair Request via email, ensure You provide Your Membership Agreement number or Registration Number, full details of the Minor Cosmetic Damage to which the Repair Request relates.
- Our Repairs Department will review Your Repair Request and if it is assessed as Minor Cosmetic Damage, will contact You to arrange a Repair Service.
- If Your vehicle is not available for Your scheduled inspection/ repair at the time that it was arranged, and/or You cancel Your booking with less than 48-hours notice, a \$50 call out charge will be applicable on the follow up booking.
- The Repair Technician will repair Your vehicle, provided that Your vehicle is in an undercover area with power available, there is room for the repair to be carried out safely and no warning notifications are present on Your dashboard.

### ► What to do if You Have a Complaint

If You have a complaint about how this Membership was sold or administered, please contact Customer Service on any of the below:

In writing: 8 Walhalla Way, Ravenhall, VIC, 3023

By telephone: 1300 000 763

By email: club@autoxcarcare.com.au

Customer Service will confirm receipt of Your complaint within five (5) working days and aim to resolve the problem within four (4) weeks.

If You remain dissatisfied with the way that Your complaint has been dealt with, You may refer the matter to the Australian Competition & Consumer Commission (ACCC) for resolution.

This procedure does not affect Your statutory rights and is in addition to any other rights You have to legal proceedings.

**Note:** This Membership is not an insurance product, and is in no way intended to be a substitute for motor vehicle insurance.

### Conditions

- If You do not adhere to the Terms and Conditions of this Membership, it may delay Your Repair Request.
- You must use all reasonable care to maintain Your vehicle in a roadworthy condition and take all reasonable precautions to prevent or minimise loss or damage.
- This Membership is not automatically renewable or transferable to any subsequent owner of Your vehicle.
- Repairs are guaranteed for a lifetime period from the date of the Repair Service, provided ownership of vehicle remains with You.
- This Membership is in addition to Your legal rights.

### Transfer of Membership

Your Membership is not automatically transferable to another vehicle owned by You and will be permitted provided that the vehicle to which the Membership is proposed to be transferred (replacement vehicle) meets the criteria set out for the original vehicle as set out in this Membership Agreement. Without limiting the foregoing, the replacement vehicle is not to be older than 7 Years at the time of the transfer and the vehicle must be inspected to satisfy the requirements of the Terms and Conditions of this Membership.

### Changes in Your Circumstances

You must call Customer Service immediately on 1300 000 763 or email club@autoxcarcare.com.au if any of the following changes in circumstances apply to You:

- You change, transfer ownership of, or write-off Your vehicle;
- You change what You use Your vehicle for (for example, if You start using it for commercial purposes);
- You customise or make alterations to Your vehicle;
- You change the registration number of Your vehicle to a ‘custom’ or ‘personalised’ number plate;
- You change Your address;
- You change Your name (for example, due to marriage); or
- You develop any problems that affect Your ability to drive.

If, in the event of any of the above, Your vehicle becomes ineligible for Membership in the absolute discretion of the Repairs Department, Your Membership will be cancelled in accordance with the Cancellation section of this Membership. Failure to advise Customer Service of a change in Your circumstances may result in Your vehicle becoming ineligible for the Repair Services and the Membership cancelled.

### Repair Process

- You agree to pay any further costs due to multiple Repair Requests or extra services on the day of the repair.
- Repairs can only be undertaken in either a driveway with a 3-metre clearance work area or garage on private property.
- Repairs cannot be undertaken in either basement or high-rise parking.
- We reserve the right to reschedule the repair appointment if the temperature exceeds 32°C or falls to or below 8°C. This will include moderate rain, thunder storms and / or snow or any other weather that the Technicians may feel will affect the quality of the repair. We will endeavor to give You sufficient notice of this change.
- We will require a 48-hour notice period if You need to cancel or reschedule the appointment for any reason.

### Privacy Act 1988 (Privacy Act) Information

Some or all the information which You supply to AutoXCarCare in relation to the Membership will be held as an electronic record. It may be used for training or marketing purposes, but only where You have given Your consent. AutoXCarCare may use Your personal details to deal with Your Membership and support the development of the business but will not keep them for longer than necessary. Under the terms of the Privacy Act 1988, You are entitled to a copy of any information held by AutoXCarCare. If You wish to have access to these records (for a copy of information held), You should contact Customer Service.

Your information may be shared with other companies and contractors within the iQBodygroup, so that You can be informed of products and services which may be of interest to You by telephone, email or post. If You do not want to know about these products or services, email club@autoxcarcare.com.au.

Under the Privacy Act 1988, the iQBodygroup can only discuss Your details with You. If You would like anyone else to act on Your behalf, please contact Customer Service. Your information will always be held securely and handled with the utmost care in accordance with all applicable laws.

### What is Not Provided Under this Membership

- Anything that cannot be defined as Minor Cosmetic Damage.
- Scuffs where the front or rear bumper has been cracked, ripped, torn, perforated or where the bumper does not align with the adjacent panel and the spacing is compromised.
- Damage to the structure/alignment of a panel or the replacement of any parts on the vehicle.
- Minor Cosmetic Damage to stickers or decals, badges, wing mirrors (painting of mirror housings are included), tyres, wheel trims, locks, roof pillars, sunroof, roof rack, accessories, lights, glass, beading or moulding and sensors. If a panel includes a protective plastic, e.g. dog leg sticker, and the Repair Service can be completed without the removal of the beading or moulding.
- Minor Cosmetic Damage caused by any gradual process or natural weather catastrophe, for example repeated key scratching around locks, fading, rust, bird droppings, tree sap, hail and flooding.
- Any costs for a Repair Service that the customer pays for that AutoXCarCare does not authorise in advance of the Repair.
- Any Repair Request where, in the opinion of the Repair Technician, a Repair Service cannot be effectively carried out, or any Repair Service where work will need to be completed by a body shop.
- Any Minor Cosmetic Damage where the paint film is cracked, flaking, or evidence of a non-OEM factory finish or poor previous repair.  
If there is evidence of paintwork discoloration, or damage to, any form of paint protection film, liquid, wax, or sealant or any variation in paint colour or finish due to the age of Your vehicle.
- Damage to flat/horizontal surfaces that cannot be removed by buffing and polishing the panel or where the chip in the paint is larger than 3mm in diameter and 1mm in depth.
- Interior leather and vinyl wear and tear, parted seams, damaged stitching. Damage to instrumentation panel, headliner, inner door trims and panels or to steering wheel, middle consoles, pedals, dashboard and plastic or leather gear shifter.
- Windscreen chips where the chip is larger than 3mm in diameter and the off-shooting cracks are larger than 1cm. We do not cover windscreens that have cracks or stone chips that render the vehicle unroadworthy (damage affecting the primary vision area/drivers side windscreen area). Further limitations include: A total of eight or more previous repairs anywhere on the windscreen; cracks starting and finishing on the edge of the windscreen and the chip being located less than 5cm from the edge; damage extending through more than the outer layer of glass and if there is notable delamination of the laminate bonding layer near the chip.