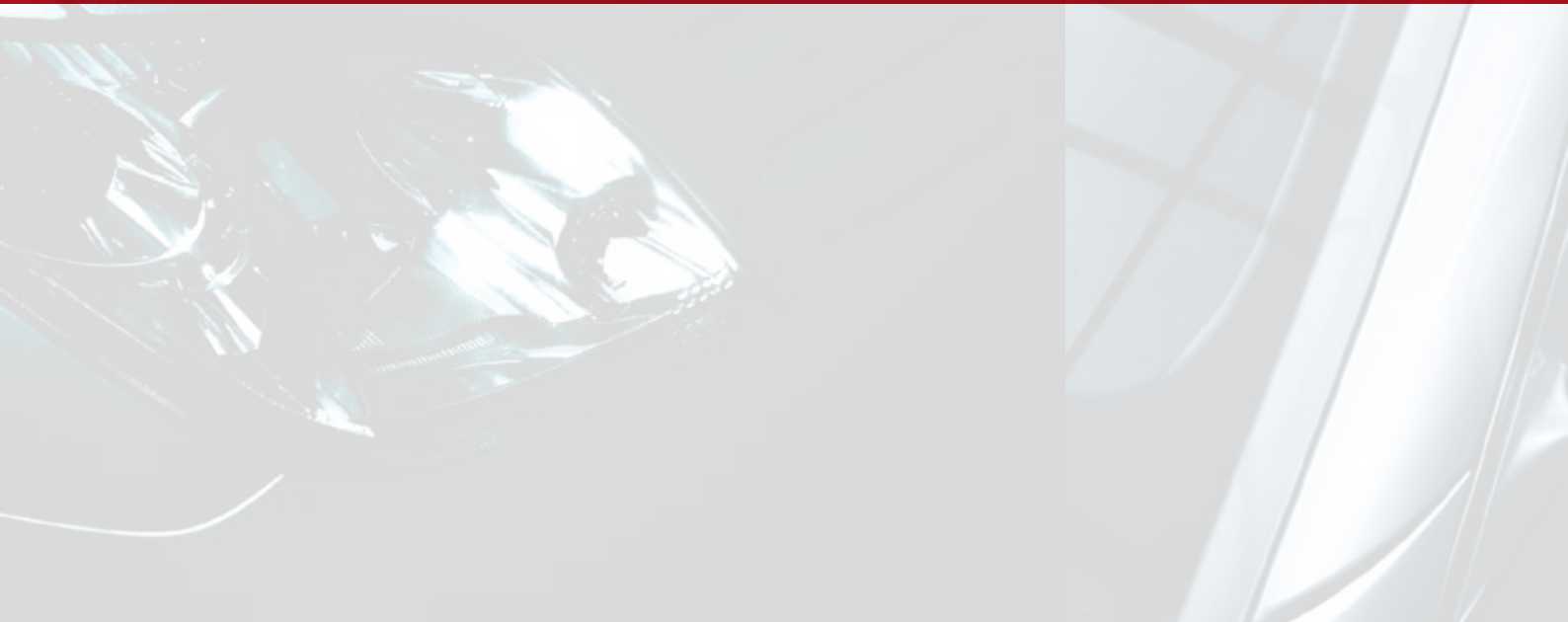




SMART

MEMBERSHIP

S M A L L A C C I D E N T R E P A I R T E C H N O L O G Y





OUTSIDE SMARTS

INSIDE SMARTS

SMART
MEMBERSHIP

SMART Membership is an innovative program for small auto repairs which employs 21st century Small Accident Repair Technology.

The program has been developed to help keep your vehicle in pristine condition. For the duration of your membership, you will receive unlimited repairs for scratches, scrapes, chips, dents, and damage to interior trim and alloy wheels so you can continue to enjoy the sparkling paintwork, shiny wheels and immaculate interior of your new vehicle.

SMALL ACCIDENT REPAIR TECHNOLOGY.....SMART MEMBERSHIP

SMART
MEMBERSHIP

BUMPS, SCRAPES, CHIPS, DENTS...GONE

Our team of mobile specialists the SMART Guys will repair all those unsightly blemishes that detract from your car's good looks. From bumper bar damage, to holes in leather seats. The SMART Guys are ready to carry out the work when you need it, where you need it.

THE SMARTEST INVESTMENT YOU'LL EVER MAKE

Your SMART Membership gives you unlimited repairs for the duration of your membership. Once a member all you pay is one small fixed fee for each repair. There's no expensive insurance excess.

NO QUOTES... AND WE COME TO YOU

No quotes to organise. And because we come to you, you don't lose the use of your car. With SMART Membership you can be sure your car will not only retain its good looks, you have the peace of mind of knowing its resale value is also maintained.



SMART PROTECTION FOR YOUR CAR

SMART MEMBERSHIP

Keeps your car in pristine condition

Unlimited repair visits

No expensive insurance excess

No quotes to organise

Latest repair technology

Repairs dents, scratches

Repairs bumper bars, alloy wheels

Repairs side mirrors, stone chips

Repairs interior leather, vinyl & fabric

Maintains resale value

Repairs within 14 days

We come to you

SMALL ACCIDENT REPAIR TECHNOLOGY.....THE BEFORE AND AFTER STORY

'The quality of the finished work is amazing, just as good if not better than in a panel shop.'

- Mr La Rosa, Watsonia

'Your no nonsense approach made things very easy. Thank you Smart Guys.'

- Mrs Robinson, Bulleen



ALLOY WHEEL DAMAGE...GONE



BUMPER BAR DAMAGE...GONE



TEARS ON LEATHER SEATS...GONE

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MINOR DENTS

Because we all use car parks, those nasty little dents from shopping trolleys and other car doors are unavoidable. But in most cases, the paint surface isn't broken. Our state-of-the-art repair technology restores dents on these flat panel areas without repainting. Your doors, bonnet or roof are returned to showroom condition.

PAINTWORK SCRATCHES

It can happen anytime. A rough bush in a narrow driveway. An excited dog. A handbag on the boot or bonnet. Once again, your car's duco begins to show signs of wear and tear. The SMART guys repair all these surface scratches, restoring your car's original paint finish.

SIDE MIRRORS

Exterior side mirror casings are also prone to scrapes and scratches. The SMART guys will return these vulnerable parts to A1 condition.

BUMPER BARS

The most vulnerable and noticeable area prone to damage is your bumper bars. With SMART repair techniques, scratches, scrapes, scuffs and dents disappear. Your bumper is returned to its original condition.

STONE CHIPS

Stone chips are the most common and unavoidable type of damage. They are also a major cause of rust, becoming an entry point for moisture, oxygen and road salts. So it's a smart idea to have these chips attended to. We cosmetically repair each chip, which will not only provide protection but also significantly improve your car's appearance.

Included in your **SMART MEMBERSHIP**

PRESTIGE ALLOY WHEELS FINISH

Blemishes such as kerb scrapes can ruin the appearance of alloy wheels. So can scuffs across hub caps. Using SMART repairs, we restore the damaged area, matching and spraying the original colour, returning the wheel to its original condition.*

* This repair service excludes machine and chrome finished wheels



SMALL ACCIDENT REPAIR TECHNOLOGY..... ON THE OUTSIDE



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CAR SEATS

Splits, small tears, scratches, holes and cigarette burns can seriously compromise what is otherwise a clean and tidy interior. Once again, SMART repair techniques mean that damaged leather, vinyl and fabric seats can be made to look like new. Repairs are not only virtually invisible, but prevent small imperfections from turning into something major.

INTERIOR TRIM

Unsightly phone or other installation holes in consoles. Dashboard damage. Wear and tear to interior trim. All are repaired to the highest standards, using the very latest materials and techniques. All SMART interior trim repairs are strong and virtually invisible.

WHO ARE THE SMART GUYS?

The SMART Guys are a mobile team of professionals utilising the latest technology in small repairs, sourced globally and bringing the best possible value to your SMART Membership. We take care of minor damage which generally goes unrepaired due to high insurance excess costs and inconvenience. Our cost effective and convenient service is the smart solution to maintaining your car in peak condition, now and for the future. The SMART Guys observe best practice, environmentally safe work conditions.

AT YOUR SERVICE. AT YOUR CONVENIENCE

All of this work is carried out at a place that's convenient for you. At your home or your work. There's no waiting in queues at busy workshops, and of course you don't lose the use of your car. Our mobile workshops are fully equipped, on the move and always ready to keep your car in superb condition.

SMART REPAIRS THE EASY WAY

To take advantage of your SMART membership

- 1. Call us on 1300 WHOOPS
- 2. Report the damage you need repaired
- 3. A SMART Technician will call you promptly to arrange a time and place that suits.

PH: 1300 WHOOPS



.....ON THE INSIDE



OUR QUALITY REPAIR RATING

Alloy Wheels/ Hub Caps	★ ★ ★ ★ ★
Corner Bumpers	★ ★ ★ ★ ★
Surface Scratches	★ ★ ★ ★ ★
Side Mirrors	★ ★ ★ ★ ★
Interior Trim	★ ★ ★ ★
Minor Dents	★ ★ ★ ★
Stone Chips	★ ★ ★

OUR QUALITY STAR RATING

★ ★ ★	75-100% Quality Finish
★ ★ ★ ★	85-100% Quality Finish
★ ★ ★ ★ ★	95-100% Quality Finish

TERMS AND CONDITIONS

These are the terms and conditions of this Program. All references to currency are in Australian Dollars.

MEANING OF WORDS

‘Fixed Fee’ means the service of \$55.00 incl. GST, which is payable for each repair provided by us under this Program during your current membership.

‘Driver Home address’ means the address where the principal driver resides.

‘Membership Fee’ means the non-refundable administration fee which is payable to become a member of the Program.

‘Membership Term’ means the period of time which entitlements under this program are valid.

‘Program’ means the Program regulated by these terms and conditions under which certain repair services are provided by the Smart Guys to a member’s Vehicle for a Fixed Fee.

‘The Smart Guys’, ‘Smart Guys’, ‘we’, ‘us’, ‘our’, ‘the Service Provider’ means The Smart Guys Pty Ltd ABN 461 297 085 23, and its officers, employees, agents and contractors.

‘Vehicle’ means the registered motor vehicle shown on your current membership card.

‘Repairs Provided’ or **‘Included Repairs’** means we will provide the cosmetic repairs as per ‘The Services’ list to your motor vehicle at your request.

‘Service Area’ means the services under this Program are available in designated areas. We’ll attend to the vehicle at the principal driver’s address or other address as agreed between you and us. The service may not be available outside the greater metropolitan area (regardless of address) or in areas which are considered inaccessible. If, after becoming a member of this Program, you move outside the Service Area, you may have to return to the Service Area to obtain repairs. Repairs under this program are not available outside the ‘service area’ unless by agreement with The Smart Guys Pty Ltd.

‘Service Fees’ means the Fixed Fee is payable to the Service Provider prior to the commencement of repairs, by way of credit card.

‘Service Times’ means the service under this Program is available from 9am to 4pm weekdays or such other times as advised by the Smart Guys from time to time.

‘Cosmetic Repair’ means a repair technique which improves the visual appearance of non-structural damage to the surfaces of your motor vehicle, i.e. paintwork, leather, vinyl and fabric surfaces.

THE SERVICES

For each Fixed Fee payment, one of the following repairs can be performed:

Dents: We will repair up to 2 dents on a single flat panel providing each dent is no larger than 100mm in diameter, and where the paint surface has not been cracked, broken or damaged and where there is suitable access to the rear of the dent. Excludes dents on style lines and folds.

Bumper Bars: We will repair, colour match and paint any scratches, scuffs, scrapes or dents on any one bumper bar up to 40cm in length and 2cm in depth (excludes the repair of lights or internal structural damage and metal bumper bars).

Panel Surface Scratches: We will cosmetically repair and remove scratches covering 2 panels providing none of the scratches have cut through the clear coating of the surface.

Stone Chips: We will cosmetically repair up to 20 stone chips on the vehicle, provided each stone chip is no larger than 3mm in diameter.

Alloy Wheels: We will repair and paint a scraped area on a painted alloy wheel provided there is no structural damage to the wheel itself. (This repair service excludes machine and chrome finished wheels.)

Hub Caps: We will repair scratches and repaint up to 2 hub caps.

Side Mirrors Casings: We will repair deep scratches, scrapes and cracks, colour match and repaint one side mirror casing. Excludes chrome coloured mirror casings.

Interior Trim and Dashboard: We will cosmetically repair and re-colour non-sutructural damage to the interior of the vehicle provided the damaged area is no longer than 50mm. This excludes wood grain, damage to instrumentation panel, headliner, plastic or leather around gear shifter, pedals and steering wheel.

Vinyl, Leather and Fabric Seats: We will cosmetically repair a hole, scratch or a tear in a seat provided the damage is no greater than 50mm in length and 5mm in width and not on the seam or stitching. For each ‘damage type’ we repair, the Fixed Fee will be payable by you. All above repairs exclude replacement parts and trimmings.

Call Limits

There are no limits to the number of times you can obtain repairs of the type available under the Program. Each repair will incur a Fixed Fee, but the fee is guaranteed not to increase for the duration of the membership.

GENERAL MEMBERSHIP TERMS

- For a 21 day period from application The Smart Guys reserve the right to refuse your member application in which event The Smart Guys will provide a full refund of any monies received by us.
- Repairs available under this Program will be provided only within the Service Area and during the Service Times.
- Repairs will be performed at a mutually agreeable time and location within 14 days of your request.
- Only In the event that a repair cannot be performed by a mobile technician, must your vehicle be returned for repair at a designated repair centre as advised by the Smart Guys.
- Benefits are available under this Program 21 days after the commencement date until expiry of membership, and extends to one repair for pre-existing damage prior to becoming a member. Smart Membership is not refundable after delivery of vehicle.
- There is no limitation on the number of times you can use this repair service during your membership. Each repair carried out will incur the Fixed Fee.
- Benefits under this Program are available for the nominated vehicle(s) only. If during your membership you replace a vehicle shown on your current membership card with another vehicle, you must notify us as soon as possible so that the benefits can be transferred to the replacement vehicle. The replacement vehicle must be of equal or younger age of the current nominated vehicle. Benefits can be transferred once only during the term of the membership. A \$15 transfer fee applies.
- Based upon the information you provide when requesting repairs, our call centre operator will pass your details onto a technician who will attempt to assess whether or not the repair falls within the scope of this Program. Our assessment whether or not the repair falls within the scope of this Program shall be final and conclusive.
- We have the right to refuse to provide the requested repairs if the Vehicle is unattended when we arrive.
- Our employees and contractors will use reasonable skill and care when providing the service.
- Payment for repairs under this program will need to be made via credit card unless an alternate form of payment is previously arranged and agreed to by The Smart Guys.
- We will not be liable for any direct, indirect or consequential losses (including loss of profit) incurred by you as a result of:
 - our acts or omissions; and
 - the acts or omissions of our agents or contractors acting on our behalf.
- We have the right to refuse to carry out repairs in whole, or in part, if we are prevented from doing so due to any circumstances.
- Members are required to provide a suitable area on private property with power access when a requested repair requires paint application. A 2 metre clearance around the area to be repaired and a 5 metre clearance from the next closest vehicle is also required.
- We have the right to cancel or suspend a persons membership if:
 - we believe the person using our repair service behaves in a threatening or abusive way to us; or
 - the member has any money owing to us such as Fixed Fees.
- To ensure the quality of our services, your telephone calls to and from us may be monitored and recorded.
- A renewal offer for your continuing membership in the Program will be posted to your contact address approximately 1 month prior the expiration of the current period of membership.
- Each provision in this document may be separated from each other provision. If at any time any provision is or becomes invalid, illegal or unenforceable, this will not affect any of its other provisions.
- If we delay, or fail to rely, on any right under this agreement, we may rely on that right later. The law of Victoria will apply to this contract. You and Smart Guys Pty Ltd submit to the non exclusive jurisdiction of Courts exercising jurisdiction there.
- This service does not include any mechanical repairs or servicing of your vehicle.

ADDITIONAL REPAIRS AND SERVICES

Your membership entitles you to member discounts on additional repairs and services which are not covered by the included repairs in the Fixed Fee Program; these include but are not limited to:

- | | |
|--|--------------------------|
| a. Bumper bar cracks and splits | d. Cut and polish |
| b. Body skirting scrapes, scratches and splits | e. Deep scratch touch up |

REQUESTING A REPAIR

When requesting a repair, it is important to call The Smart Guys direct on 1300 WHOOPS.

WARRANTY

Smart Guys Pty Ltd Trading as The Smart Guys warrants all work performed under this Program to be free from defects and faulty workmanship for a period of 3 years. You will have certain statutory rights under consumer protection and trade practices laws that cannot be excluded. Except for such rights, all other conditions or warranties implied at law are excluded.

CUSTOMER CARE

If you have used our services and are dissatisfied with any aspect of the service, please bring your complaint to our attention within 28 days of becoming aware of it. This does not affect your statutory rights. Please write to us at: Smart Guys Pty Ltd Trading as the Smart Guys 275 Canterbury Road, Canterbury, Victoria 3126, Australia.

SMART MEMBERSHIP

MOBILE SERVICE GUARANTEE

All repairs are carried out at a place that's convenient for you. At your home or your work. There's no waiting in queues at busy workshops, and of course you don't lose the use of your car. Our mobile workshops are fully equipped, on the move and always ready to keep your car in superb condition.

Smart Membership Auto Repair Technology Program
PH: 1300 WHOOPS (1300 946 677)

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