

UPPER HAND DETAILING

Thank you for your continued exploration of our company and, we hope, the auto detail industry in general. Our primary goal is to educate and expand upon your familiarity with us and the products we use to attain our status as a comprehensive car care and detailing provider. We are here to inform you that the days of conventional waxes and greasy tire coatings are long gone and reveal what ceramic coating is and how it works. We will describe the benefits of each service, the advancements and modern application methods, and realistic longevity of each product to protect every exterior surface of your vehicle. We also want to emphasize that the success of our products hinges primarily upon forming a lasting bond with the PROPERLY PREPARED surface of each area: paint, tires, trim and glass. PREPARATION, preparation, preparation is paramount. The very best product on the market will only perform to its full potential in the hands of a professionally trained and experienced installer like Upper Hand Detailing.

The work we do is very labor intensive, requiring several steps associated with each service. We adhere to a strict regimen as you would expect when entrusting another with your prized vehicle. While we are a full service auto detailing company, our focus is on paint "correction" followed by ceramic paint protection. Paint correction consists of several steps prior to the application of any of several finish coats on offer. Identifying hairline scratches and swirl marks left by automated car washing equipment, detecting where oxidation and fading are greatest and measuring the density of the existing clear coat are critical steps to determine the condition of your vehicle's paint. The steps required to restore your car's paint to its original luster are how we price our service(s). However, the average vehicle with standard daily wear and tear will require a minimum of 4 steps prior to the application of any of our coatings. We do not cut any corners, make any omissions, or compromise the quality of our work.

Our, **made in USA**, industry defining ceramic coating carries a 6 year lifespan. We also lead by example with two additional products for the exterior that were formulated in partnership with a leading tire and trim polymer sealant manufacturer and the premier windshield protection manufacturer. Rather than weeks of protection, you can expect up to 6 months of reliability. The value we provide by offering individual treatments or all-inclusive ones is second only to the claim we make about the savings to you after your car leaves our garage. The tangible quality of our workmanship will be instantly gratifying as your finger glides along the butter smooth surface of your car's finish. The savings will continue to compound as the intervals between regular washings are prolonged. Many of our customers claim that simply "driving in the rain" sheds the dust, dirt and road film and even hail the fact that a regular "rinse with the hose" replaces the necessity to break out the bucket and soap. It is testimonials like these that have yielded the term "self-cleaning" after receiving a ceramic coating.

The punishing Florida climate is notorious for the havoc it wreaks on automobiles. Oxidation and paint degradation from our nearest and dearest star are ruthless reminders that we are in the Sunshine State. However, with a fortified layer of protection, Mother Nature's favorite nuisances: tree sap, those mystery "falling fruit pods", leaf and yard debris, bird droppings, and water spots are now facing a formidable opponent. Ceramic paint coatings are absolute game changers in paint protection. They are the "high tech" successors to auto polishes and waxes. As the word "ceramic" itself postulates, a ceramic coating is a hard invisible shell that bonds at the molecular level with your car's clear coat. This term, "self-cleaning", was derived from the actual relationship between the near zero friction coefficient of the paint and the extremely hydrophobic characteristics of it after receiving a single application of our ceramic coating.

If you have the opportunity, please review our videos which illustrate how water will "sheet off" ceramic coated paint and take with it the surface dust and contamination. Equally fascinating, the real world driving experience enhanced by the added visibility of Aquapel Windshield Treatment, originally developed by PPG, is one of the most requested follow-up treatments by our clients after several months of sustained efficacy.

In addition to paint protection, we will address all your concerns regarding how to properly treat more significant paint damage, dings and dents, cracked windows, peeling window film, and interior odors. Yes, we have equipment that will eliminate odors of all types using a new technique that ionizes the entire interior and neutralizes pungent odors from smoking, pet hair, diaper mishaps, uncle Steve's b.o. ("ohh" grief), and those lingering pine scented rear view mirror hangers that instead of masking odors, they compound them. The options, benefits, and costs of each service are presented without complex or confusing jargon. We bundle many services as well so that your hard earned dollars are respected. Lastly, we quote only what is deficient with YOUR vehicle based upon an onsite inspection. If your car doesn't need it, it doesn't need it.

All of our work is performed inside a climate controlled garage to promote full adhesion and bonding (aka the "cure" time) of each product under proper temperature and humidity. Otherwise, even the best coatings may not perform to their potential. We also provide complete concierge service. We will pick-up and deliver your vehicle or arrange transportation for you upon drop off. When your vehicle is in our care, it will be attended by me personally. We are a referral by "word of mouth" business. As we thrive in a community driven by positive feedback, customer testimonials, and held to the highest standards (social media can be brutal and unforgiving); we are beholden to the highest scrutiny to ensure your gratification. The guarantee we make is simple: we do it right the first time and make it right IF we fail to meet your expectations. Please share this with others. We will "thank you" for successful referrals with a free Aquapel window application on your next visit or a \$25 Zelle transfer. Yep, we send you 25 bucks as a thank you. Just let us know who you referred, your Zelle contact information and expect the dough after we have successfully completed the service of the party you referred.

Sincerely,



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