

## BASF Corporation Response

1. Does your company outline specific procedures for the preparation and refinish of non-rigid (flexible) parts to ensure proper adhesion and longevity of your product? [Yes, BASF requires additives to be used on flexible substrates.](#)
2. Do your recommended procedures and material requirements related to preparation and refinish differ between flexible and rigid substrates? [Yes](#)
  - a. If yes, Please explain the differences in the recommended procedures? [All BASF refinish systems require the use of a flex additive in the clearcoat mix.](#)
  - b. If yes, do these differences apply to all lines of your product, or are there any exceptions? [No exceptions](#)
3. Do your recommended procedures provide for using the identical additives and processes on rigid panels (ex. Fenders) that would be used on flexible panels (ex: Bumper Covers)? [No. This approach would result in a cost penalty, would slow down dry time, and would make it more difficult to polish afterwards. BASF does not think many shops are following this process and would therefore not label it a common process, nor is it recommended by BASF.](#)
4. Do you require/train/instruct repair facilities to follow your company's recommended procedures in order to ensure a proper application of refinish and/or in order to be warranted? [Yes, BASF offers a limited lifetime warranty conditional upon use of specific products and procedures. Refinish technicians and facilities are certified based on completing BASF training programs which include the application of specific procedures and products throughout the refinish process. BASF is also an approved product for one or more OEMs, and in these cases the approved BASF products/procedures must be upheld in order to ensure the OEM performance specifications are maintained.](#)
5. Might a warranty claim be denied if it was determined that the repairer had not followed approved procedures? [Yes, a warranty claim can be denied if it is determined that approved processes were not being followed. Each and every warranty situation is reviewed on a case by case basis. Determinations for honoring a warranty include a myriad of information, not limited to the application methodology and or product use.](#)