

Confirming the details:-



The following points, remind and clarify the many issues about this fantastic business opportunity:-

SPA = Spray Pave Australia Pty Ltd. H/O = Head office.

- 1) This business is a License system, giving you full control over how, when, where or if you want to work. There is no H/O control, regulations or fees over your business. You make all the decisions and keep all the profits. SPA have a team of trainers, offering training and support systems for the entire business for LIFE! We have the experience, tools, strategies and systems for your success. You can follow them or not. Any startup business will have risks, however we have removed most of them, **plus offer three Guarantees 19), 20) and 21)**. Which means you have full professional support, with unrestricted growth to earn as much as you can strive for.
- 2) The Spray Pave name and logo has proven extremely valuable over many years in some regions. Many customers view you as a respected, credible and professional national home brand, Est 1991. It's use is optional.
- 3) SPA teach the application in a range of material suppliers, also ways to make some of your own materials. Pros and Cons of different suppliers. Operator has free choice where to purchase materials including from SPA.
- 4) The optional customer contract has evolved over many years and proven extremely valuable, offering much legal protection with work quality, limit of liability and security of payment issues. Customers appreciate the 7 year guarantee. Specific conditions relating only to this industry to protect both parties are included.
- 5) SPA utilize 3 call centres which service customers and operators 24/7/365 Australia wide. Leads are sorted by customer postcodes. Then are allocated to active operator (22) postcodes and sent to your SMS and Email.
- 6) Purchase price includes return airfare and accommodation for one person to attend 3 days training in Adelaide. Any extra expenses of:- 2nd + person/s airfare/s and accommodation, equipment freight, etc (See bottom for examples) are added to cost. These costs are payable in full, during the 3 days training programme.
- 7) A 3 calendar day cooling off period commences from the earlier of either; Forwarding a deposit; Or receipt of approved application. A full refund is offered less :-a) \$750 administration fee, b) Sales commission, c) Travel, d) Marketing, e) Booked trainers, f) SPP assignment fee. Agreement is legally binding after cooling off expiry.
- 8) 12mts insurance included (discount for deducting) Commences after SPA receipt of ABN and application lodged by operator. a) Public liability \$10mil b) Loss of equipment \$5,000 c) Loss of income 24/7, \$500 p/w, 104 weeks.
- 9) Equipment is freighted after paid in full. Usually arrives 1 week after training. Allow for freight costs.
- 10) Customer interest free finance is via a 3rd party finance company, under an SPA umbrella agreement. There is no customer interest, however there are fees added to the price, just like any larger retail item purchase.
- 11) A slush fund (funds in reserve) may be required before starting your first jobs. (Usually within 1-3 weeks)
- 12) Support is for the life of your business. The 5 days training (3 days H/O + 2 days on your job site) is designed as an introduction to the 6+ trade services and over 50 topics of marketing, legal issues, office admin', customer finance, equipment, products etc. Support is offered on a reactive basis and is integral for complete learning of all trades and business aspects. Support, including the many Yahoo forum links, (Clause 13) is required over the following years for total comprehension , so is available whenever required. Full knowledge of the 6+ trades can only really be achieved, after years of actual customer contracted /paid jobs.
- 13) The online Yahoo forum offers many photos, contacts, video links, advertising examples and any latest know relevant updates. Much of this information must be followed, combined with H/O support and completing many actual customer jobs, to achieve full knowledge and understanding of the 6+ trades etc.
- 14) SPA may establish a web page for each operator. Photos are not authenticated, regular updates are suggested.
- 15) Operator consents SPA, to use any communication, letters, photos etc, or self- promotion for SPA marketing.
- 16) Why have a mobile business and be restricted where you work? Many new customers are referral and could be a distance away. So there is **no restrictive working territory**. SPA may offer a **marketing territory**, which is defined by postcodes. Therefore each operator would only conduct marketing in their own territory, yet work wherever their customers request them. Completing quality jobs, with a pleasing personality so customers recommend you as an active operator (22), is the best way to grow your business, regardless of territory.
- 17) SPA may assign the Support Payment Plan to an independent Company. Details are forwarded at training.

- 18) SPA :- a) Engage and fund a marketing campaign for each new operator. (If module is not deducted.) At least 20 + customer leads (Clause 19) are forwarded to new operators via SMS and email, then marketing will cease. Marketing may also cease earlier if operator is not active as per clause (22)
 b) The SPA call centres may receive more leads after the above paid marketing has ceased. If leads are received from a region with an active operator (22), they may be forwarded to that operator. **Leads are free for life!**
- 19) **20 + Guaranteed customer leads** come with the business. (discount for deducting). Leads is a customer request for a quote or more information and is not a guaranteed job; Generally in surrounding area; Marketing may start before training; No guarantee when leads commence or time frame to receive 20+ leads; May include minor repairs etc and any of the services including concreting, H/P cleaning; Epoxy or polishing concrete. Any lead is also an opening to up-sell further works after an onsite quote/sales presentation of all services available. Leads are sent via SMS and email. If operator choses to continually market 1800 688 888. Admin' fees may apply
- 20) **Three levels of Guaranteed work** options are also available. These have extra fees. They are customer signed contracts returning up to \$36,000 Gross pa. H/O will market and quote customers on your behalf, then forward you the signed contracts. Details on page 10 of the information pack. Available any time after training.
- 21) **Guaranteed income** of at least \$100,000 Gross, is for the first 12 mts. Is a money back / full refund of all funds paid to SPA. Excluding equipment, freight and extra person/s fees. Simply comply with all conditions in the operators manual and clause 22) If your business does not gross at least \$100,000 after the first 12 months , forward all the required information to H/O and you will be refunded all your purchase price. Conditions is a list of proven actions and criteria that have returned profits for determined, self-driven, likeable, other operators.
- 22) An active operator, returns H/O contact. Averages 1 job p/mt. Has never altered the SPP. Returns customer calls within 24 hours. Addresses any guarantee claims. Maintains an open and willing for business like attitude.
- 23) Operator offers indemnity to SPA against any 3rd party claim for, liability, debt or loss as a result of (and not limited to) operator unprofessionalism, misrepresentation, uncompleted work or not serviced guarantee.
- 24) Dispute resolution procedure:- If Initiated by SPA or assignee; Is outlined within the S.P.P. agreement. Dispute resolution procedure:- If initiated by operator; Operator must notify SPA in writing within 7 days of the dispute, or other issues arising. Giving details of dispute? Required actions to resolve? Where such actions have been noted and agreed to? If after 21 days from notice, dispute remains unresolved, the operator agrees to arrange and fund mediation in Adelaide. Jurisdiction for all mediation or litigation will be South Australia.
- 25) Sale of operator business has no fees or restrictions from SPA. As a suggestion, the operator should include a list of all items, training and support. A list of all completed jobs as new owner holds guarantee over them. A list of current contracts and projected profits. SPA can help sell to operators own prospective buyer if required.
- 26) If moving your business to another Town, City or State. Simply advise H/O of your new postcodes, to have your leads postcode database updated. You will need to register a new business name if moving to another state.
- 27) Sale or closure of SPA. In the unlikely event that SPA were to ever sell or cease trading for any reason. Nothing would affect each independent operator from continuing to trade as they are. Offering you further security by not being legally connected and confirmation of your own truly genuine independent business.
- 28) Signing the purchase order or the support payment plan (SPP) application. Is an acceptance of having fully read, understood and agreed with all conditions within this 2 page document.

If you have any extra requests, or changes for your new business. Have them noted below for a SPA representative to sign them off as accepted, if approved with or without fees ?

Examples:-

Extra night in Adelaide / Extended family coming to Adelaide / Variation to equipment / Different or extra postcodes /

Date to start marketing / Specific training topics / Follow-up training / Boating dates or after hours activities 😊 etc

- 1).....
- 2).....
- 3).....
- 4).....
- 5) Fees, If any?.....

Approved by SPA Representative..... Date/...../20.....