

Confirming the details:-



The following points, remind and clarify the many issues about this fantastic business opportunity:-
Spray Pave Australia Pty Ltd is referred to as SPA.

- 1) The business is a License system, giving you full control over how, when, where or if you want to work. There is no outside control or fees over your business. You make all the decisions and keep all the profits. SPA support you all the way, for as many years as you need. You really can earn what you are worth or more!
- 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) Purchase price includes return airfare and accommodation for one person to attend 3 days training in Adelaide. Extra expenses of; 2nd + person/s airfare/s and accommodation, equipment freight, extras? are added to cost. These costs are payable in full, during the 3 days training programme.
- 4) A 3 day cooling off period commences from the earlier of either; Forwarding any deposits; Or any signed purchase documents. Full refund less \$750 fee, plus any expenses to date of sales commission, travel, marketing
- 5) A slush fund (funds in reserve) may be required before starting your first jobs. (Usually within 1-3 weeks)
- 6) 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.
- 7) Why have a mobile business and be restricted in a territory? Many new customers are referral and could be a distance away. So there is **no working territory**. Therefore SPA offer a **marketing territory**, which is defined by postcodes. As respect to surrounding operators, each operator would only conduct marketing in their own allocated territory. Ensuring operators are secure in their **own exclusive marketing territory**. Completing quality jobs, so customers recommend you, is the best way to grow your business, regardless of territory.
- 8) 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.
- 9) Support is for the life of your business. The 5 days training (3 days Head Office +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 24) is required over the following years for total comprehension etc, so is available whenever required. Full knowledge of the 6+ trades can only be achieved, after years of actual customer contracted /paid jobs.
- 10) 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 postcodes and sent to your SMS and Email.
- 11) SPA offer :- a) Specifically paid for marketing campaign for each new operator. (If module is not deducted.) (Clause 12) Marketing campaign ceases after approximately 20 leads are forwarded to new operator.
b) Continually supply of new leads via new, referral and repeat customers without any paid marketing. If these leads are received from a region with an active operator, they are forwarded to that operator for free for life.
- 12) Over 20 customer leads are guaranteed with the business. (discount for deducting module). Leads is a customer request for a quote or more information and is not a guaranteed job; Generally in surrounding area; Marketing can start before training; No guarantee when leads commence or receipt time of all leads; May include minor repairs etc and any of the services including concreting, H/P cleaning; Epoxy or polishing concrete. Leads are sent via SMS and email to operator. Fees apply, only if operator continues to market call centre number.
- 13) An active operator, maintains once yearly H/O contact and averages 1 job p/mt and makes all SPP payments.
- 14) Moving your business to another Town, City or State is easy. Simply advise SPA of your new postcodes, to receive leads from your new area. You will need to register a new business name if moving to another state.

- 15) 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.
- 16) Operator consents SPA, to use any communication, letters, photos etc, or self- promotion for SPA marketing.
- 17) SPA may establish a web page for each operator. Photos are not authenticated, regular updates are suggested.
- 18) 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.
- 19) Equipment is freighted after paid in full. Usually arrives 1 week after training. Allow for freight costs.
- 20) Income Guarantee is after the first 12 mts only. The Guarantee is for a refund of all funds paid to SPA. Therefore is a money back offer only. Excluding equipment, freight and any extra person/s fees. Simply comply with all conditions as outlined in the operators manual. If your business does not gross a minimum of \$100,000 after the first 12 months , forward all the required information to head office and you will be refunded all your purchase price. Guarantee conditions is a list of proven ideas that have returned profits for other operators.
- 21) 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.
- 22) SPA may assign the Support Payment Plan to an independent Company. Details are forwarded at training.
- 23) 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 Sth Aust.
- 24) 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 Head Office support and completing many actual customer jobs, to achieve full knowledge and understanding of the 6+ trades etc.
- 25) Sale of operator business has no 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) Sale or closure of SPA. Each operator is independent, so 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, genuine business.
- 27) Signing the purchase order or the support payment plan (SPP) agreement . 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. Note them below and have a SPA representative sign them off as accepted, if approved?

- le's:-
 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 extracurricular activities 😊 etc
- 1).....
 - 2).....
 - 3).....
 - 4).....

Approved by