



## Frequently Asked Questions

We have put together a list of our most commonly asked questions. However, if there is a question you would like answered which does not below, please do not hesitate to contact us

### Why should I buy a Superfinish Express franchise?

Superfinish Express is a market leader. Our franchise system comes with a number of unique benefits which has helped us to become one of the most successful franchise systems in Australia. Not only are our repair systems and processes at the forefront of the industry. We make sure you get paid every week, chase your customers for payment and take care of most of the paperwork for you. This gives you more flexibility and time to concentrate on developing your business.

### How much do franchises cost?

All franchisees start at \$49,500 including GST, which covers all the equipment and materials you will need to operate a franchise including, a stainless steel fit out on your van, legal and administration fees, WH&S manuals, complete uniform package, full training plus travel and accommodation costs during training, as well as a customised software package and lap top. The only thing you need to provide is a simple white commercial van which we will sign write for you.

### Are travel and accommodation costs included in the initial training fee?

Yes. Travel and accommodation costs for the initial three week training period are covered in your franchise fee.

### Are you a member of the FCA?

We have been an active member of the Franchise Council of Australia since 1995.

### Can I operate more than one van in my area?

Yes, we already have a number of franchisees who operate extremely successful multi-van models in their territory.

### Can I talk with other franchisees?

Yes, we encourage you to contact several of our franchisees, especially those who are in locations near the one you are considering. We will provide you with contact details once you have completed our initial application process.

### Can the training be extended if a trainee franchisee is not competent by its completion?

Yes. Superfinish Express will happily extend training until a franchisee feels comfortable with our repair processes and reaches the minimum standard required. There is no extra charge for this training.

### Do I need experience?

**Previous painting or auto trade experience is not required.** We provide full training in all aspects of the franchise business from the technical repair processes right through to customer service. Even if you are a qualified panel beater or spray painter, you'll be surprised to learn how different the repair processes are in a mobile situation. Superfinish Express has successfully trained franchisees from all walks of life. Our franchisees include ex-carpenters, electricians, mechanics, sales professionals and even computer hardware and software technicians.

### Do Superfinish Express franchisees have to 'pass' training?

Yes. Superfinish Express requires all franchisees to undergo training and be able to competently deliver our repair services to a minimum standard before commencing operation of their business.

### Does Superfinish Express provide services to the general public?

Superfinish Express mobile repair services are provided exclusively to trade customers because this has proven to be the most profitable business model. As a rule of thumb, franchises that deal with the general public need to find new customers each and every day and spend a good proportion of their budget on advertising for new business. Alternatively, trade customers are repeat customers providing consistent and quality cosmetic repair work all year round, regardless of the prevailing economic conditions. Remember, our Superfinish Express support team will assist you to get started in your area and help you to establish your trade customer base.

### How do I buy a franchise?

Buying a franchise is a fairly easy process which starts when you make your **initial contact** either by submitting a contact form **or phoning us directly** on freecall: 1800 455 005. This gives us an opportunity to **discuss the business** with you and answer any initial questions you may have regarding territories available, finances etc. We will then post to you **a prospective franchise pack**, which includes an information booklet, confidentiality agreement and initial franchise enquiry form for you to complete and return. Once we receive these completed documents we will then provide you with more specific information on your territory and encourage you to **contact our franchisees** and **meet the support team** at the national office. At this stage we will answer any additional questions you may have. From here we **sign agreements** and **commence training**.

### How long have you been in business?

Our first mobile repair van began operating in 1993 and the business began franchising across Australia in 1995.

### How many franchisees do you have?

Superfinish Express operates on an exclusive territory basis to provide franchisees with the maximum opportunity to achieve profitability and success. We currently have 43 franchisees operating successfully across Australia.

### How much administrative support is offered?

One of the benefits of owning a Superfinish Express mobile franchise is that we offer a lot of administrative support. Our accounts team at the national office is a natural extension of your business. We take care of chasing your customers for payment and providing you with monthly financial information to track your performance and growth. Our automated invoicing system makes sure you get paid each and every week and helps to simplify the bookkeeping requirements for operating your own franchise business.

### How much bookkeeping is involved?

A minimal amount of bookkeeping is required. While you will need to keep a simple set of books, our administrative team at national office is a natural extension of your business. We take care of your accounts receivable and pay you each week. We also provide a customised software package that provides you with access to your weekly and monthly figures immediately. The only book-keeping you are required to do is your quarterly BAS Statement and annual Tax Return.

### How often do I get paid?

Getting paid is simple. All you need to do is invoice your customers for the car repair work you have completed using our e-billing system and we will automatically pay you each week.

### Is there opportunity for advancement?

There are a couple of opportunities for advancement. You can choose to introduce additional vans in your existing territory or you can invest in our sister franchise business operation with a static 'direct to the public' location. Contact us to find out more.

### On average how many hours do franchisees work each week?

Working a standard five day week is all that's required to operate a successful Superfinish Express mobile franchise. That means no weekend work and plenty of time to enjoy the flexibility and lifestyle benefits that comes with owning your own business.

### What is a franchise business?

The International Franchise Association defines franchising as a "continuing relationship in which the franchisor provides a licensed privilege to do business, plus assistance in organising training, merchandising and management in return for a consideration from the

franchisee". For more information on franchising, please visit the Franchise Council of Australia.

### What is considered a suitable white commercial van?

A suitable white commercial van is a new or quality second hand short or long wheel base Volkswagen Caddy.

### What makes Superfinish Express stand out from its competitors?

Superfinish Express is a family owned and operated company. It is the market leader in automotive paint and plastic repairs for the quality and range of its repair services. It was awarded the only patent for repairing damaged paintwork and is the only mobile automotive repair franchise to claim the Franchise Council of Australia's prestigious 'Franchise System of the Year' award for Home-based and Mobile Outlets 21-100. Superfinish Express have won many other industry awards and featured in the Australian Financial Review's Smart Investor list for Best Value Franchise Systems. See a full list of our franchise business achievements here.

### Where are territories currently available?

We have a number of exclusive territories available across all Australian states and territories. Please contact us to find out if there is an area available near you.

### Where is the training held?

Initial franchisee training is conducted at the Superfinish Express Training Centre in Redcliffe, Queensland which is located approximately 30 minutes north of Brisbane. Our training is conducted by fully qualified technicians who lead you step by step through a one-on-one, hands on training program.

### Who chases customers for payment?

To free up your time, the administrative team at the national support office does the bill chasing for you, so you don't need to worry about providing copies of invoices, issuing statements and phoning customers for payment and no late nights doing paperwork.

### Who should I go to for legal, accounting and financial advice?

Superfinish Express recommends that all potential franchisees seek independent accounting, legal and financial advice from qualified and competent advisors who specialise in the franchising field. We highly recommend that you use advisors who are members of the Franchising Council of Australia. For more general information on franchising, visit the Franchise Council of Australia.

### Will I be the only franchisee in my area?

One of the benefits of owning a Superfinish Express franchise is that we offer exclusive territories. While some of our competitors operate on a non-exclusive territory basis, we ensure that you will be the only Superfinish Express franchisee operating in your area.