GTECHNIQ
SMART SURFACE SCIENCE

CRYSTAL SERUM ULTRA

Guarantee Terms

9 YEAR

Thank you

Congratulations on your purchase of the professionally applied Gtechniq Crystal Serum Ultra which, if correctly applied and properly cared for, will ensure that your vehicle's paintwork will retain its "as new" condition for years to come.

Terms and Conditions

- To ensure the guarantee is valid you must register the guarantee within 30 days of application at **guarantee.gtechniq.com**
- Guarantee should only cover M1 classification passenger vehicles up to 8 seats and excludes any vehicle used for commercial purposes
- Application must have been carried out by a Gtechniq Accredited Detailer
- The guarantee is non-transferrable and covers 9 years from the date of application
- In the unlikely event that there is noticeable staining or fading of your vehicle's painted gloss bodywork caused by exposure to UV rays, fallout, road salt, bug splatter, acid rain, tree sap, bird droppings, lotions and cosmetics, Gtechniq will repair the damage and re-apply the coating free of charge
- This guarantee applies to OEM gloss paint finishes applied to bodywork only and only to areas to which have been treated
- Gtechniq reserve the right to inspect, repair and re-treat the vehicle, using their choice of Gtechniq Accredited installer or other authorised third party. This should be a at mutually convenient time and location where possible
- Whilst we are not liable for defective product application, if you have used a technician approved by us and you are unhappy both with the quality of workmanship and the technician failing to rectify, then, provided you notify us within 30 days of application of the coating by the technician, we will contact them on your behalf and help you, if we can, to reach a satisfactory and fair resolution
- This guarantee does not affect your legal rights under the Consumer Contracts regulations in relation to faulty or mis-described goods

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Exclusions

- Inadequate or poor preparation of the surfaces prior to the application of the Gtechniq system
- Inadequate or poor application of the coatings
- Specific damage caused by non-Gtechniq products
- Where the annual inspection has not been carried out
- Fire, accident and collision damage, malicious damage, stone chips, extreme weather conditions (hailstones etc)
- Scratching, swirl marks and hazing caused by (but not limited to) handheld wash brushes, car covers, snow clearance equipment (scrapers/shovels), automated car washes, hand car washes or contaminated cloths, sponges, mitts and chamois leathers/drying towels
- Deviating from the Gtechniq wash process, products and equipment as outlined in the 'Wash Guide' which can be found here
- Damage to surfaces through, solvent attack, fire, industrial oil, inks, permanent markers, glue, paint, corrosive substances, dyes or bio-hazardous materials
- General deterioration through wear and tear
- Manufacturer paint and surface defects, including but not limited to; orange peel, foreign matter, peeling, delamination
- Matt or satin paint finishes, paint protection film, vinyl, decals and livery
- Hydrophobic action of the coating
- Neglect or poor maintenance

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- If you previously made a claim under this guarantee on two occasions
- The damage takes place in a country which was not the place of purchase or where we do not distribute the coating at the time of purchase by you
- Where the coating was applied by a non-Accredited Detailer

Professional Advice and Notes

- Gtechniq have a team of technical specialists with comprehensive experience of vehicle detailing and product use. If you need any advice or support and assistance then please email your question to **infona@gtechniq.com** together with your Gtechniq Crystal Serum Ultra serial number and vehicle details
- To help maintain the quality of the Gtechniq coating we strongly recommend that you use our after-care products. These products are available from www.gtechniq.com For coating maintenance please follow our Wash Guide which you can either purchase or download from our website (search for "Wash Guide" to locate)

Making a Claim

To make a claim under this guarantee you should email us at guarantee@gtechniq.com with your name, phone number, guarantee serial number, proof of purchase a photograph of and a brief description of the damage. We may then arrange for an assessor to inspect the car during normal business hours at a location specified by the assessor

This guarantee is given by Gtechniq Limited (company number 05749351), registered office:

The Mill Pury Hill Business Park,
Alderton Road,
Towcester,
NN12 7LS