



# CERAMIC PRO

**Ceramic Prp LUX Warranty Instructions**

# Manufacturer Warranty

## 01. Ceramic Pro Warranty Program

### 1.1 Ceramic Pro LUX Warranty

Ceramic Pro Lux works best on non-porous and semi-porous materials, such as leather, plastic, vinyl, carbon fiber, painted plastics and wood with urethane coatings. Ceramic Pro warrants to the owner of the nominated vehicle that if the Ceramic Pro coating is applied to a recommended surface and is unsatisfactory in its performance of:

1. Protecting the vehicle's interior from yellowing, delamination, color fading due to UV damage; and
2. Coating still present on the coated surface(s);

whilst being maintained in accordance with the terms and conditions of this warranty, Ceramic Pro or its agents will at no cost to the owner repair, clean, and/or re-treat the affected area.

### 1.2 Warranty Terms & Conditions

The following general terms and conditions apply to any and all Ceramic Pro Lux Warranty Program products:

1. Warranty term begins from the date of application;
2. This agreement excludes vehicles used for commercial purposes at any time previous to, presently, or during the course of this warranty period;
3. Initial application must be performed by a Certified Ceramic Pro installer.
4. Any application, re-application, repair work or other work carried out on the coated surface must be applied, reapplied, or repaired by a Certified Ceramic Pro installer after claim approval from Ceramic Pro LLC;
5. Ceramic Pro LLC must be notified of any claim due to failure of product performance within 30 days of occurrence;
6. Vehicle must remain continuously registered and located within North America for the duration of the warranty; and

7. Warranty is in the name of the vehicle owner and can only be transferred if new owner attends to the annual service. Failure to transfer through an annual service with a Ceramic Pro certified installer within the required period will change the period of cover on the warranty transfer to one (1) year from the date of the last consecutive service or installation if no annual service is performed.
8. It is the responsibility of the installer to register the warranty. If the installer fails to register the warranty and was active with Ceramic Pro LLC at the time of install, the vehicle owner may submit their paid invoice to have their warranty registered. The invoice must list the Ceramic Pro service and be marked as paid. Ceramic Pro LLC cannot register warranties without proper documentation.

### 1.3 Annual Service

Annual services must be carried out by a Ceramic Pro installer within 30 days before or after the anniversary date of the original application or last service to maintain the warranty. Failure to undertake an annual service within the required period will change the period of cover to one (1) year from the original application or most recent consecutive annual service. Further annual services are not required in that case.

A fee determined by the Ceramic Pro installer will be charged for the Annual Service, which includes:

- Refresher or booster coating, if needed
- Visual inspection

Any Annual Service fee does not include the cost of an interior detail or extensive prep work if it is needed.

## 02. Warranty Liability Limits and Invalidations

### 2.1 General Liability Limitations

Ceramic Pro, LLC or its agents shall not accept liability for the following:

1. Workmanship errors and faulty workmanship are not covered; such as, but not limited to: high spots, streaks, and low spots;
  2. Deterioration of factory-installed equipment or any other treated part of substandard specification, materials or workmanship by vehicle manufacturer, their dealership, third-party supplier or modifier, or professional detailers not authorized by Ceramic Pro LLC;
  3. Hard water spots, swirl marks, marring, scratches, scuffs, scrapes, chips to the surface;
  4. Pre-existing damage or deterioration;
  5. Any claim for matters which are covered by vehicle manufacturers' warranty;
  6. Damage caused by abrasive brushes, cloths, sponges or materials;
  7. Untreated areas due to accident damage and/or their subsequent repairs;
  8. Damage caused by impact with a foreign object;
  9. Warranty is valid for factory seats and surfaces only; and
  10. The following interior material types are excluded from the warranty:
    - a. Alcantara
    - b. LCD and/or LED screens and instrument panels
    - c. Natural/bare wood
    - d. Carpets and textiles
    - e. Dyed seats
2. Damage caused by abrasive compounds and polishes and third-party products;
  3. Damage resulting from a collision or other vehicle accidents, and failure to repair and re-treat surfaces subject to accident damage in accordance with the warranty;
  4. Damage or structural failure occurs as the result of racing applications or willful abuse
  5. Damage, either accidental or malicious, including but not limited to fire, flood, extreme weather conditions, secondary effects that may result from the foregoing, or any other force majeure.
  6. Damage caused by any alteration or modification to the vehicle surfaces;
  7. Damage caused by manufacturer's defects;
  8. Damage to the vehicle prior to product application;
  9. Failure to adhere to any requirements listed under the terms and conditions of this warranty.
  10. Only authorized installers are permitted to install and service any Ceramic Pro products. If a vehicle is found to have non-Ceramic Pro product, product obtained from a distributor other than Ceramic Pro LLC, or product applied by a non-Ceramic Pro installer, any warranty will be voided.

## 2.2 General Warranty Invalidations

Ceramic Pro warranty for any product will be considered invalid if any of the following general conditions occur:

1. Neglect to maintain the vehicle according to the standards and techniques recommended by Ceramic Pro;

## 03. MAKING A CLAIM

The following applies to making a claim for any product defects or failures:

1. Ceramic Pro agent must be notified of any failure of product performance within 30 days of occurrence via warranty claim;
2. Any application, re-application, repair work or other work carried out on the interior must be applied, reapplied or repaired by an authorized Ceramic Pro agent after claim approval from Ceramic Pro;

3. Prior to commencement of warranty work or repair, the warranty holder may be required to sign a pre-work liability waiver; and
4. Once claim is approved, warranty work must be completed within 30 days of authorization.

Contact your vehicle insurer to ensure that any Ceramic Pro products and services are included in your insurance coverage. If the vehicle sustains damage and reapplication is required, contact Ceramic Pro LLC or your local agent to arrange any additional treatments at cost.

#### 04. WARRANTY LIMITS

In the event of a warranty claim, this warranty is limited to the following maximum amounts at Ceramic Pro LLC's option:

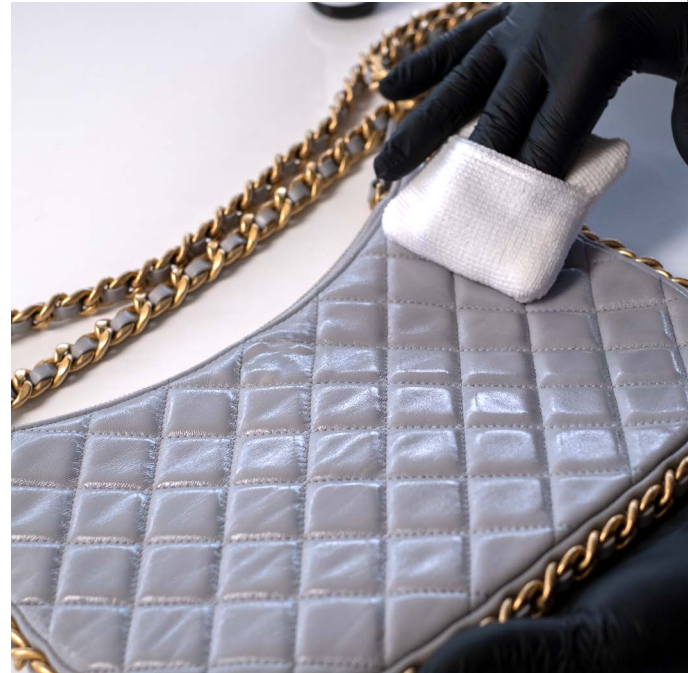
1. Ceramic Pro, LLC or its agents shall arrange the necessary approvals for warranty repairs and coating reapplication to be carried out, or;
2. Pay the owner of the nominated vehicle a maximum amount of \$1,200.00 or the cost of coating application (whichever is less) in full and final settlement of the customer's claim under warranty.

To make a claim, complete the submission form at <http://www.ceramicpro.com/warranty-support/> All required fields must be completed for claim to be considered valid. No other forms of claim submission will be accepted.

Warranty terms may be revised from time to time. The most current version is available at:

<https://ceramicpro.com/warranty/>

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