

Lifetime Guarantee

PURPOSE OF THIS GUARANTEE

You have purchased the GardX treatments in order to maintain the high-quality finish of both the external paint and interior cloth and / or leather trim.

This guarantee applies to new and used vehicles for the **lifetime of ownership** from the date of purchase.

WHAT IS COVERED

Paint Sealant

GardX will pay for the re-application of the paint-sealant if your vehicle's paintwork has lost its lustre, resulting from exposure to the sun and weather induced acid rain.

Fabric and / or leather interior

GardX will pay for the cost of trying to clean any damaged area of the fabric or leather trim (seats and carpets only) and for re-application of the treatment.

This applies to both new and used vehicles, provided the latter is no **older than 12 years from 1st registration date at application.** (Note: The Interior Guarantee is limited to 3 years for taxis / private hire vehicles)

CONDITIONS OF YOUR GUARANTEE

Your Guarantee does not cover any claim in the event of the following:

General

- 1) Abuse, misuse or neglect of your vehicle.
- 2) Stains or fading due to defects in the vehicle manufacturing.
- 3) An accident or act of vandalism involving the vehicle.
- 4) Incorrect use or application of cleaning substances or materials.
- 5) The effects of fire, fire damage, flood, theft or damage caused by soot, passive soiling, vomit, paint, glue and / or any other external cause.
- 6) Failure to comply with the manufacturer's or dealer's instructions for care of the paint, fabric, carpet or leather.

Exterior

- 1) Damage to the vehicle caused by missiles such as stones that break through the GardX Protection.
- 2) Failure to wash off or remove bird droppings or tree sap within a reasonable time - no paint finish, however protected, can withstand the prolonged effects of such corrosive matter. Extra vigilance is advised during the summer months.
- 3) Paint/lacquer separating, peeling, cracking or flaking.
- 4) Repainted parts of the damaged vehicle, unless GardX is re-applied by an approved dealer within 30 days.
- 5) Paint damage due to defective design materials or workmanship in the manufacture of the vehicle.
- 6) Paint damage to the inside panels and tailgate of a van or truck loading area.
- 7) While GardX may be applied to alloy wheels and will improve their maintenance and cleanliness, no guarantee applies to the vehicle wheels.
- 8) Attack from corrosive Industrial fallout.
- 9) Contamination caused by sun cream.
- 10) The use of any cleaning materials containing cutting agents such as T-Cut or similar abrasive products, as this will remove the GardX coating.

Interior

- 1) Stains caused by acid, dyes (including food and fabric dyes e.g. denim), bleaches, inks, sun cream, oils and other corrosives.
- 2) Damage caused to the carpet, fabric or leather by sunlight, wind, weather or corrosion.
- 3) Stains or discolouration caused by defects in the manufacture of the product or flaws in the fabric of the product.
- 4) Stains or fading due to modification or alterations of vinyl / leather and / or fabric surfaces.
- 5) Failure to take reasonable precautions to protect the vehicle fabric against stains.
- 6) Torn / worn and cracking leather or fabric seats.
- 7) Damage caused by pets (other than animal fluids or furs).

CLAIMS PROCEDURE

If you wish to make a claim, contact the supplying dealer or the GardX Head Office within 21 days of the problem occurring and they will arrange to assess the claim. **Please note: we reserve the right to request that photographic evidence be submitted to GardX International Ltd. for evaluation.** You will be asked for your guarantee number. Please ensure you have complied with the terms and conditions.

ACCIDENT DAMAGE

If your vehicle requires insurance repairs to the bodywork, advise your insurers that you have GardX Protection on your vehicle and they should pay for the re-application of GardX to the repaired panels. The repairer is required to contact GardX International Ltd. to purchase an Application Kit. This is supplied with a panel repair guarantee document that should be completed by the repairer, one copy retained by the vehicle owner and one copy forwarded to GardX International Ltd. at the address below.

Failure to have GardX reapplied to the repaired panels could result in your guarantee becoming null and void.

GUARANTEE TRANSFER

You may transfer this guarantee to another person in the event that you sell the vehicle. To do so you must write to GardX International Ltd. at the address below within 14 days, sending the new details and payment of a £25 registration fee. If the vehicle is being part exchanged / sold to the motor trade then the guarantee is automatically terminated and cannot be transferred.

CUSTOMER CARE

It is our objective at all times to provide a first class service but there may be times when you feel that this has not been achieved. If you have any cause for complaint you should, in the first instance, contact GardX International Ltd. at the address below:

CLAIMS HOTLINE: 01243 376426
Office Hours (Mon – Fri) 09:00 - 17:30

GardX International Ltd.

Unit 7 Clovelly Business Park, Clovelly Road, Southbourne
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