

# CRYSTAL SERUM ULTRA

## Guarantee Terms



### 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 all painted surfaces of your vehicle will retain their “as new” condition for years to come.

**Note:** To uphold your Gtechniq guarantee you must visit the Gtechniq Accredited Detailer/Applicator who applied your original coatings every 12 months during the period of your guarantee. This is so they can inspect your vehicle’s finish and give you advice on the maintenance of your vehicle. This inspection is free of charge and can be arranged at a time convenient to you. Please note this inspection does not cover any valeting and your vehicle should be sufficiently clean for the inspection to be carried out.

If you have changed address, please email [info@gtechniq.com.au](mailto:info@gtechniq.com.au)

### General terms and conditions

- ✓ To ensure the guarantee is valid you must register the guarantee within 30 days of application at [www.gtechniq.com.au/guarantee/](http://www.gtechniq.com.au/guarantee/)
- ✓ Guarantee covers passenger vehicles up to 8 seats.
- ✓ Excludes commercial vehicles.
- ✓ Application must have been carried out by a Gtechniq Accredited Detailer/Applicator.
- ✓ The guarantee is non-transferable and covers nine years from the date of application.
- ✓ In the unlikely event that there is noticeable staining or fading of your vehicle’s painted gloss finish caused by exposure to UV rays, tree sap, bird or bat droppings, Gtechniq will repair the damage and reapply the coating free of charge.
- ✓ This guarantee applies to OEM paint finishes only.
- ✓ Gtechniq reserve the right to inspect and re-treat the vehicle, using their choice of Gtechniq Accredited Applicator or other authorised third parties. This should be at a mutually convenient time and location where possible.
- ✓ Whilst we are not liable for defective product application, if you have used a Gtechniq Accredited Detailer/Applicator and you are unhappy with either the quality of workmanship and the failure to rectify, then (provided you notify us within 30 days of application of the coating) we will contact them on your behalf and help you, if possible, 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.
- ✓ Full terms and conditions – [www.guarantee.gtechniq.com.au/terms-conditions](http://www.guarantee.gtechniq.com.au/terms-conditions)

### Exclusions

- ✓ Inadequate or poor preparation of the surfaces prior to the application of the Gtechniq coatings.
- ✓ Inadequate or poor application of the Gtechniq coatings.

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- ✓ Specific damage caused by non-Gtechniq products.
- ✓ 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, automated car washes, hand car washes or contaminated cloths, sponges, mitts, chamois and drying towels.
- ✓ Damage to painted surfaces through solvent attack, rust, 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 and delamination.
- ✓ Matt or satin paint finishes.
- ✓ Hydrophobic action of the coating.
- ✓ 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.
- ✓ Application of the Gtechniq coating other than to the exterior paintwork of a vehicle.

### 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 [info@gtechniq.com.au](mailto:info@gtechniq.com.au) together with your Gtechniq guarantee number and vehicle details.
- ✓ To help maintain the quality of the Gtechniq coating we strongly recommend that you use our Gtechniq after-care products. These can be purchased from [www.gtechniq.com.au](http://www.gtechniq.com.au) and follow our Wash Guide which you can download from our website.

### Making a claim

To make a claim under this guarantee you, or the authorised Gtechniq Accredited Detailer/ Applicator who applied the coating, should email us at [info@gtechniq.com.au](mailto:info@gtechniq.com.au) with your name, phone number, Gtechniq guarantee number, a photograph of and a brief description of the damage. We may then arrange for an assessor to inspect the vehicle during normal business hours at a location specified by the assessor.

This guarantee is given by:  
Gtechniq Australia Pty Ltd  
Unit 6, 5 Chrome Court  
Burpengary  
QLD, 4505