SAINT-GOBAIN

Warranty Certificate

CONGRATULATIONS

on your choice of Saint-Gobain Paint protection film(PPF)!

We appreciate your trust in our product, designed to safeguard and enhance the appearance of your vehicle

WARRANTY DETAILS

NAME: _____

PRODUCT NAME: _____

COVERAGE AREA: _____

DATE OF INSTALLATION: _____

WARRANTY PERIOD: _____

WARRANTY EXPIRY DATE: _____

CUSTOMER ID: _____

WARRANTY NO: _____

VEHICLE DETAILS _____

FORTIFY CAR CARE

Follow the care and maintenance guidelines provided by your authorized installer to maximize the longevity of the film.

For warranty inquiries or assistance, please contact: Detailer Contact Number

Saint-Gobain Customer Service: 1800 3000 8199

SAINT-GOBAIN

Saint-Gobain Automotive Solution

AFTER CARE INSTRUCTIONS

CONGRATULATIONS!

YOUR VEHICLE IS NOW PROTECTED WITH THE PPF BY SAINT-GOBAIN AUTOMOTIVE SOLUTIONS

Your simple care will reward you for years to come!

This will safeguard your services on the vehicle against all elements and always maintain its brand-new look.

To ensure your investment is long-lasting, please refer below to a few basic maintenance steps:

FORTIFY CAR CARE

WASHING

1. Wait for min 7 days after installation to wash your car.
2. Wash the car on a bi-weekly basis to avoid excessive contamination build-up. Use only recommended soaps (Neutral pH mild car shampoo)
3. An old and dirty cloth can cause streaks and other unsightly marks on all cars.
4. Washing the vehicle is prohibited by using materials that cause fine berets and are abrasion-like such as:
   a. Gasoline / diesel / kerosene
   b. Brush with coarse base
   c. Old & dirty cloth
5. Avoid washing in direct sunlight to minimize streaking and water spotting.
6. Wash from top down, leaving the dirtiest sections for last to avoid cross-contamination.
7. Use separate soap and sponge / mitt / towel for wheels to prevent cross-contamination.
8. Avoid using a pressure washer or high-pressure water source near the edges of the film, it can cause the film to lift and/or become damaged.

WASHING AT HOME

WHAT TO DO & WHAT NOT TO DO?

Do's

a. Use 2 Bucket Technique (1 for washing & 1 for rinsing)
b. Use only mild, controlled pH car shampoo without wax
c. Use only Microfiber Wash Mitt & Microfiber Cloth (>400 GSM) to dry

Don'ts

a. Don't wash in sunlight
b. Don't use old & dirty cloths
c. Don't wax or polish

Use only products by Saint-Gobain Automotive Solutions for best results

DRYING

1. Always dry completely and never leave to 'air' dry. Tap water contains minerals that may leave deposits, creating water spots. These can be removed with a 50/50 vinegar solution or use Water Spot Remover
2. Only use quality microfiber towels for best results and avoid aggressive wiping, allowing the material to absorb the water.

AFTER WASHING

1. Do not wax the PPF/Ceramic Coating. It is unnecessary, and the wax will not bond to the film.
2. Products by Saint-Gobain Automotive Solutions are recommended for the maintenance of your vehicles. Inquire with a Saint-Gobain Authorized Application partner about the products needed for maintenance.

SPOT REMOVAL

1. Never use aggressive products to polish the film/coating or remove surface contamination.
2. Never use excessive force to remove spots.
3. Bird droppings, tar, sap, etc. should be removed as soon as possible to avoid temporary staining or hardening on the coating. Any staining left behind from bird droppings will break down over a few days without affecting the film.

WARRANTY TERMS & CONDITIONS

The following general terms and conditions apply to all services from Saint-Gobain Automotive Solutions under this Warranty Program:

1. Warranty term begins from the date of registration of warranty via E-Warranty portal with details.
2. Initial application must be performed by an Authorized Saint-Gobain Automotive Solutions Application partner.
3. Any treatment / re-treatment by using Saint-Gobain Automotive Solutions Products must be applied/ reapplied by an Approved/Authorized applicator. If any treatment, cleaning, repair, or other work is carried out on the vehicle without Saint-Gobain Automotive Solutions products, Local Distributors, or Approved/ Authorized applicator prior written authorization, the warranty will be invalid.
4. In the event of damage / repair to the surface, the vehicle must be taken to an approved applicator for re-treatment to the repaired area, at the owner's expense, within 30 days.
5. The Saint-Gobain Automotive Solutions Application partner must be notified of any claim due to failure of product performance within 30 days of occurrence.
6. Vehicles over 2 months old must require a paint correction to be carried out by an authorized application partner prior to application; newer vehicles may also need a paint correction if advised by the approved applicator.
7. Warranty will be in the name of the vehicle owner and can only be transferred if new owner attends to the annual service for maintenance.
8. Failure to transfer through an annual service with a Certified Saint-Gobain Automotive Solutions Application Partner(s) within the required period will change the period of cover on the warranty transfer to "1 year" from the date of the last service.
9. Warranty is only effective when accompanied by an official Saint-Gobain Automotive Solutions E-Warranty certificate, and it begins on the date of registration of vehicle details in the E-Warranty certificate during vehicle delivery following the application of warrantied service.
10. Any application, re-application, repair work, or other work carried out on the coated surface must be applied / reapplied or repaired by an agent authorized by Saint-Gobain Automotive Solutions
11. This agreement excludes vehicles used either at present or previously for commercial purposes.
12. Authorized application partners must be notified of any claim due to failure of product performance within 30 days of occurrence. Subsequent damage caused outside this period is excluded from any warranty.
13. The vehicle must remain continuously registered within India for the duration of the warranty.
14. Warranty is transferrable upon written request, subject to inspection by an authorized application partner, and administration fees.

LIMIT OF LIABILITY (CLAIMS)

Saint-Gobain Automotive Solutions shall not accept liability for the following:

1. Workmanship errors and faulty workmanship such, but not limited to, high spots, streaks, and low spots are not covered.
2. Any claim for matters which are covered by vehicle manufacturers' Warranty.
3. 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 application partners not authorized by Saint-Gobain Automotive Solutions
4. Swirl marks, marring, scratches, scuffs, scrapes, chips to the painted surface, hard water spots
5. Pre-existing damage or deterioration and / or
6. Damage caused by manual or automatic wash brushes, contaminated and / or abrasive cloths and sponges, untreated areas due to accident damage and / or their subsequent repairs, and / or damage caused by impact with a foreign object (i.e., stone chips)
7. The degradation of material due to climate conditions is natural and unavoidable. A Slight and gradual alteration of the transparency and brightness, as well as a slight peeling off the edges is a typical phenomenon that do not fall within the scope of warranty.

WARRANTY INVALIDATIONS

1. Neglect to maintain the vehicle according to the standards and techniques recommended by Saint-Gobain Automotive Solutions
2. Damage caused by normal wear and tear, misuse, or misapplication.
3. Damage caused by abrasive compounds and polishes, and third-party products.
4. Damage resulting from a collision or other vehicle accidents.
5. Damage or structural failure occurs as the result of racing applications or willful abuse.
6. 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.
7. Failure to repair and re-treat surfaces subject to accident damage in accordance with the warranty.
8. Damage caused by any alteration or modification to the vehicle surfaces.
9. Damage caused by manufacturer's defects.
10. Damage to the vehicle prior to product application.
11. Failure to adhere to any requirements listed under the terms and conditions of this warranty.

PERIODIC INSPECTION & MAINTENANCE

Periodic Inspections must be carried out at Saint-Gobain's authorized application partner after every six months from the date of installation to maintain the warranty:

1. Saint-Gobain's Authorized application partner will suggest & provide the required maintenance based on the condition of PPF as per the usage on chargeable basis. Cleaning, Claying, Finishing & PPF Ceramic coating are the essential maintenance process that will be recommended depending on the condition of PPF.
2. Saint-Gobain recommends application of PPF Ceramic coating as mandatory maintenance every one year. This will help maintain the gloss, protect from fading and minimize the threat of any color degradation in light colored vehicles.
3. Failure to undertake the Periodic Inspection and suggested maintenance within the required period will render the warranty void.

MAKING A CLAIM

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

1. Authorized Application Partner(s) must be notified of any claim due to failure of product performance within 30 days of occurrence
2. Any application, re-application, repair work or other work carried out on the filmed/ coated surface must be applied / reapplied or repaired by an authorized Application Partner(s) after claim approval from Saint-Gobain Automotive Solutions.

LIMITATION OF LIABILITY

In the event of a warranty claim, this warranty is limited to the following maximum amounts at authorized application partners option.

1. Application partners authorized by Saint-Gobain Automotive Solutions shall arrange the necessary approvals for warranty repairs and reapplication to be carried out, or;
2. Pay the owner of the nominated vehicle a maximum amount similar or less than cost of application in full and final settlement of the customers claim under warranty
3. To make a claim, contact Saint-Gobain Automotive Solutions or Authorized Application Partner
4. No claim by the buyer / owner of any kind, including claims for indemnification, shall be greater in amount than the purchase price of the products in respect to which damages are claimed. In no event shall the Saint-Gobain Automotive Solutions be liable to buyer / owner in tort, contract or otherwise, for any special, indirect, incidental, consequential, reliance, statutory, special, punitive or exemplary damages, including, but not limited to, lost profits, loss of use, loss of time, loss of revenues, inconvenience, lost business opportunities, damage to goodwill or reputation, or loss of data, even if advised of the possibility of such damages or such damages could have been reasonably foreseen, in connection with, arising out of, or as a result of, the sale, delivery, servicing, use or loss of use of the products sold here under, or for any liability of buyer to any third party with respect thereto.

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