



Guarantee Terms



Thank you

Congratulations on your purchase of the professionally applied Gtechniq C1 Crystal Lacquer which, if correctly applied and properly cared for, will ensure that all surfaces of your vehicle will retain their “as new” condition for years to come.

This guarantee applies to the following professionally applied coatings for the time periods set out below:

Terms and Conditions

- ✓ To ensure the guarantee is valid you must register the guarantee within 30 days of application at www.gtechniq.co.uk/guarantee.
- ✓ Guarantee should only cover M1 classification passenger vehicles up to 8 seats.
- ✓ Excludes commercial vehicles.
- ✓ Application must have been carried out by a Gtechniq Accredited detailer.
- ✓ The guarantee is non-transferrable and covers five 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, fallout, road salt, 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 paint finishes only.
- ✓ Gtechniq reserve the right to inspect and re-treat the vehicle, using their choice of Gtechniq Accredited installer or other authorised third party. 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 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
- ✓ 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, snow clearance equipment (scrapers/shovels), automated car washes, hand car washes or contaminated cloths, sponges, mitts and chamois leathers/drying towels
- ✓ Damage to surfaces through, solvent attack, fire, industrial oil, inks, permanent markers, glue, paint, corrosive substances, dyes or bio-hazardous materials
- ✓ Torn, ripped, scratched or scraped leather and fabric surfaces
- ✓ 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
- ✓ Cabriolet fabric roofs
- ✓ 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



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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 UK@gtechniq.co.uk together with your Gtechniq 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 can be purchased from www.gtechniq.com and 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, or the authorised technician who applied the coating, should email us at guarantee@gtechniq.com with your name, phone number, guarantee serial number, 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