

WARRANTY POLICY

This warranty outlines coverage offered by WAX IS DEAD, Please note some extreme terrains may effect some of the products longevity.

1. COVERAGE

WAX IS DEAD warrants that with the proper application of WAX IS DEAD Ceramic Coatings by a WAX IS DEAD Approved Installer, your vehicle's paint finish will remain protected against:

Oxidation;

Loss of Gloss;

UV Damage;

Bug Impacts;

Colour Fading;

Acid Rain;

Paint Chalking.

If any treated paint is shown to be adversely affected from exposure to these conditions or through normal use, as evidenced by a visible loss of paint gloss and performance and providing that all of the terms of this warranty have been met, then such conditions will be remedied by WAX IS DEAD, regional distributor and / or its authorized installers, who reserve the right to attempt repairs through professional surface reconditioning / polishing before repainting the damaged area.

2. APPLICABLE VEHICLES AND PERIOD OF COVERAGE

Coverage terms up to Lifetime, eligibility varies by Model Year when annual service requirements are met. (See: Annual Inspection). Failure to undertake an annual service & carry out the correct aftercare procedures will irreversibly terminate the warranty

WAX IS DEAD - Ultimate	Model Year 0-2 Years Old - Lifetime Durability 10 Years 3 Years Old or Older – 8- Year Durability
WAX IS DEAD - Supreme	Model Year 0-2 Years Old - 5 Year Durability 3 Years Old or Older - 4 Year Durability
WAX IS DEAD - Ultra	Model Year 0-2 Years Old - 2 Year Durability 3 Years Old or Older - 2 Year Durability

3. GENERAL CONDITIONS

1. Warranty coverage is only valid if the Approved Installer has issued a Warranty Card/Warranty Registration form online has been completed within 7 days of application.
2. The vehicle must remain registered, for the entire duration of the warranty.
3. Vehicles registered as passenger and commercial vehicles will be warranted.
4. Vehicles are required to have a machine polishing carried out by an Approved Installer prior to application.
5. In the event of damage / repair to the surface (i.e. accident repair) the vehicle must be taken to an Approved Installer for retreatment to the repaired area, at the owner's expense, within 30 days.
6. Warranty is registered in the name of the vehicle owner and cannot be transferred.
7. Should a product reapplication be required (e.g. vehicle accident) you or your insurer are liable for a reapplication fee, determined by the Approved Installer.
8. The vehicle exterior paintwork must be maintained and washed regularly, to WAX IS DEAD's recommendations, to prevent contamination build up (bi-weekly). After washing, ensure that no water is left to dry on the coated surface, particularly within the first two (2) weeks after installation. In the event that your vehicle is exposed to high mineral-content water ("hard" or "soft" water) like that from some automated car washes, sprinkler systems or tap water in some areas & heavy rainfall, then all coated areas need to be dried as soon as possible with a microfiber cloth or drying towel. Any water that is left to dry may form visible ringlets, which

should be wiped off with white vinegar until the mineral deposit is removed, as soon as possible. Please follow the steps above as water spotting is not covered under any ceramic coating warranties.

9. Successful registration must have been completed with true and accurate data,

4. EXCLUSIONS

1. Where the owner has deemed to have been careless, negligent or failed to maintain the exterior painted surface in the correct manner.
2. Pre-existing damage to the painted surface 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 WAX IS DEAD.
3. Damage to the coated surface by incorrect manual wash techniques, automatic car washes, brushes or contaminated wash tools that may cause abrasion, or damage caused by a third party not authorized by WAX IS DEAD.
4. Swirl marks, marring, scratches, scuffs, scrapes, chips, Bird drop etching to the painted surface.
5. Water spots – Water spots are caused by hard water (mineral deposits), which when left to dry on the paint may leave a stain, water spotting is not covered on any ceramic coating products.
6. Failed Clear Coat – Peeling, Hazing and Fading or any claim for matters which are covered by vehicle manufacturers' warranty.
7. Damage caused by collision, accidental damage, vandalism, malicious damage, fire, hail, flood, stones, collision, surface rust, rail dust, physical damage, paint overspray, water etch or vehicle manufacturer' defects, or defects which may be covered under a manufacturers or dealerships protection plan.
8. Areas that have not been retreated after a paint repair.
9. Any loss of time or use of the vehicle while it undergoes inspections or treatments.

5. ANNUAL INSPECTIONS

1. Annual Inspections must be carried out by an Approved Installer, within 30 days before or after the anniversary date of the last service to maintain the warranty.
2. Failure to undertake an annual inspection within the required period will void the warranty.
3. A fee determined by the Approved Installer will be charged for the Annual Inspection, which includes – Exterior Wash, Decontamination, and Inspection.
4. Annual inspections must be recorded within 30 days on www.waxisdead.com

6. LIMIT OF LIABILITY (CLAIMS)

1. Damage that may be covered under this warranty must be made aware to an Approved Installer within 30 days, failure to comply will result in the warranty being terminated.
2. Claim determination is at the sole discretion of WAX IS DEAD either approving the repair / retreatment by an Approved Installer or refunding the application cost to the vehicle owner at a maximum of £1000 and terminating the warranty, whichever is less.
3. Any dispute arising under these terms and conditions shall be governed by the law of UK Mainland.
4. Email reminders for annual inspections are a courtesy and not receiving one is not an acceptable reason for missing your inspection.

7. DEFINITIONS

Approved Installer – An independently owned and operated business / company that has been approved by WAX IS DEAD or authorized distributor to apply WAX IS DEAD products.

8. CONTACT

To make a claim, contact WAX IS DEAD head office or your local distributor / Installer

WAX IS DEAD Head Office:

Website: www.waxisdead.com

Phone: 03337 721454

Email: support@waxisdead.com