

WARRANTY AND QUALITY ASSURANCE

TERMS AND CONDITIONS

A. CERAMIC COATING

1. Care Instruction after Ceramic Coating to avail Warranty:

- a) For best results the car should be washed on a bi-weekly basis to avoid excessive contamination build-up. Use only recommended PH neutral Wuerth Auto Shampoo.
- b) Avoid high volume brush style car washes, and high PH detergent style cleaners.
- c) Avoid washing in direct sunlight to minimize streaking and water spotting.
- d) Wash from the top down leaving the dirtiest sections for last to avoid cross contamination.
- e) Use separate cloth & shampoo for painted exterior & other for wheels, wheel arches & running board.
- f) For Standard home washing: Use a foam gun (optional) or Wuerth Micro-Fiber wash mitt to soap down the car. Rinse it off with a pressure washer (optimal) or hose. Dry with clean Wuerth Micro-Fiber towels.
- g) For Spray 'n wash self car washes: Select the high pressure soap. Soap the car down (never use the brushes especially on the paint!). Rinse the car off with the high pressure rinse. Dry with clean Wuerth Micro-Fiber towels.
- h) Always dry completely and never leave to "air" dry. Tap water contains minerals that may leave deposits creating water spots.
- i) Use Wuerth Micro-Fiber towels for best results and avoid aggressive wiping, allowing the material to absorb the water.
- j) Never use excessive force to remove spots.
- k) Bird droppings, tar, sap, etc. should be washed away 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 coating.

2. Warranty:

- a) Wuerth warrants that with the proper application of Wuerth Ceramic Coating by Wuerth Certified applicator/Dealer, and the vehicle's paint finish will have minimal effect of Bird dropping, Minor scratches, Sun burns, Acid rains, Hologram reducing, High temperature.
- b) 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 or intractable stain, and providing

that all of the terms of this warranty, including Care Instructions, have been met, then such conditions will be remedied free of charge by Wuerth Authorised Dealer/authorized applicator, who reserve the right to attempt repairs through professional surface reconditioning/polishing.

- c) Applicable vehicles and period of coverage: Coverage terms up to such period, as applicable, eligibility varies when annual service requirements are met. (See: Annual Inspection). Failure to undertake an annual service will irreversibly terminate the warranty.

3. General Conditions:

- a) The Warranty is valid only if an Approved Applicator has issued a Warranty Card/Booklet.
- b) Only vehicles registered as passenger vehicles will be warranted. Commercial vehicles of any kind will not be covered.
- c) Vehicles over 3 months old are required to have a machine polishing carried out by an approved applicator prior to application. Newer vehicles may also require a machine polish if advised by the approved applicator/Dealer.
- d) In the event of damage / repair to the surface (i.e. accident repair) the vehicle must be taken to an approved applicator/Dealer for re-treatment to the repaired area, at the owner's expense, within 30 days.
- e) Warranty is registered in the name of the vehicle owner and cannot be transferred. The warranty shall commence on the date of purchase of the application as mentioned in the Warranty Card/booklet. This warranty is non-transferable in case of resale.
- f) Should a product re-application be required (e.g. vehicle accident) re-application charges shall be applicable as determined by the Wuerth approved applicator/Dealer.
- g) The vehicle exterior paintwork must be maintained and washed regularly, as per Wuerth recommendation 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 weeks after application. 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, then all coated areas need to be dried as soon as possible with a quality microfiber cloth (350 GSM). Any water that is left to dry may form visible ringlets, which should be wiped off with IPA cleaner until the mineral deposit is removed, as soon as possible.
- h) Wuerth India reserve the right for the final decision in all warranty matters.

4. General Liability Limitations:

- a) Where the owner has deemed to have been careless, negligent or failed to maintain the exterior painted surface in the specified manner.
- b) Pre-existing damage to the pointed 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 Wuerth.

- c) 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 Wuerth.
- d) Swirl marks, marring, scratches, scuffs, scrapes, chips to the painted surface.
- e) 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.
- f) Failed Clear Coat - Peeling, Hazing and Fading or any claim for matters which are covered by vehicle manufacturers warranty.
- g) 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 detailers not authorized by Wuerth.
- h) Areas that have not been retreated after a paint repair.
- i) Any loss of time or use of the vehicle while it undergoes inspections or treatments.
- j) Damage caused by abrasive compounds and polishes and third-party products.
- k) Damage or structural failure occurs as the result of racing applications or willful abuse.
- l) Failure to adhere to any requirements listed under the terms and conditions of this warranty.

5. Annual Inspections:

- a) Annual Inspections must be carried out by an Wuerth approved applicator/Dealer, within 30 days before or after the anniversary date of the last service to maintain the warranty.
- b) Failure to undertake an annual inspection within the required period will void the warranty.
- c) A fee determined by the approved applicator will be charged for the Annual Inspection, which includes - Exterior Wash, Decontamination, Gloss Renewal and Inspection.

B. PAINT PROTECTION FILM TREATMENT

1. Care Instructions after PPF Treatment to avail Warranty:

- a) It is recommended that normal water-wash (bucket wash) of the vehicle should be carried out after 24 hours of the film application. This period allows the adhesive to cure properly.
- b) After the film installation, the vehicle should be brought to the same Wuerth Dealership for post installation inspection within 7 - 10 days of application. This is required to rectify any minor flaws like air particles, water bubbles, minor peel-offs, etc.
- c) Use a Wuerth pH neutral shampoo with a Wuerth Micro-fibre cloth to clean the vehicle. Avoid using high pH shampoo or detergent shampoo/soaps for washing the vehicle.

- d) In case of high-pressure water wash through jet washer, keep the water gun 3 to 3.5 feet away from the film edges to avoid peeling of the film.
- e) Remove any visible material deposits or contaminants (like bugs & insects splatters, bird drops, tree saps, etc) as soon as possible to avoid any contamination and staining.
- f) Avoid using rubbing compounds, abrasive polishes and dyed waxes on the film.
- g) Do not wipe or clean it in direct sunlight or when the film is hot.
- h) Avoid washing by Automated Car Washers as the washer bristles may be hard & can damage the film. Also such facilities generally use strong detergents shampoos with high pH levels which can impair the film.
- i) Wuerth new paint polish can be applied on the film with applicator pad and Wuerth Micro-fibre cloth.
- j) Seek Wuerth Sales team's assistance for any other queries/questions about Wuerth Paint Protection Film.

2. Important points to maintain PPF if a WHITE coloured vehicle is owned:

a) Inspect regularly:

- i. Check your PPF at least once a month
- ii. Look for any lifting edges, especially around curves or corners
- iii. Check for scratches, chips, or discoloration
- iv. Pay attention to high-impact areas like the front bumper and hood

b) Sun protection:

- i. Prolonged sun exposure can cause PPF to yellow over time, so choose to park in covered or shaded areas when possible.
- ii. Garage storage is ideal for long-term protection.
- iii. Use a breathable cover if outdoor parking is unavoidable

c) Bird Dropping and tree sap:

- i. Remove these substances as soon as possible
- ii. Use a damp microfiber cloth to gently lift the debris
- iii. For dried substances: Soak with a wet microfiber towel for a few minutes to soften
- iv. Use a diluted, PPF-safe cleaner if necessary
- v. Avoid rubbing or scraping, it can damage the film or push contaminants into it
- vi. Avoid pressure washers
- vii. Opt for professional cleaning services

3. Warranty:

- a) Wuerth India warrants that the Paint Protection films will be free of defects in manufacturing and material.
- b) This warranty includes coverage limited to cracking, flaking & bubbling of the film for the applicable period.
- c) This warranty is applicable only for the applications done by the Certified Applicator/s at an authorised Wuerth Dealership.
- d) The Warranty is registered in the name of the vehicle owner and cannot be transferred. The warranty shall commence on the date of purchase of the application as mentioned in the Warranty Card. This warranty is non-transferable in case of resale.
- e) The warranty is limited to the replacement of the defective product. For the Film application to remain in excellent condition for longer period please follow the care instructions as mentioned below.

4. Warranty Coverage Limitations:

This warranty does not cover for any damage, loss or expense resulting to product from any or more of the below-mentioned conditions:

- a) By accident, general wear & tear, damage caused by physical impact by other vehicles, objects, road debris.
- b) Any application done outside Wuerth authorized applicators/shops not authorized by Wuerth.
- c) Product abuse, improper cleaning & maintenance or failure to follow care instructions provided in this document.
- d) Damage from manual peeling of product or manual scratching of the product.
- e) The self-healing functionality of the Paint Protection Film is not warranted.
- f) Coated surfaces with materials like Ceramic, Teflon, synthetic sealant, wax etc.
- g) Film applied on repainted vehicles.
- h) After the film installation, the vehicle should be brought to the same Wuerth authorized dealership for post installation inspection within 7 - 10 days of application. This is required to examine the application and do the necessary minor corrections like (trapped air particles, water bubbles, minor peel-offs, etc). Wuerth or Authorized dealership will not be responsible for any such issues in case there is any delay in getting the vehicle for the post installation inspection within this stipulated period of 10 days of the film application.
- i) The material degradation with time due to environmental conditions is a natural and obvious phenomenon. Slight change of the transparency and brightness, and small peeling offs at the edges and around the joints, rivets are normal phenomenon which is outside of the scope of this warranty.

- j) The Warranty does not cover any PPF applications done on vehicles registered for commercial purpose.
- k) In the event of any damage to the film by accident or collision or any manual attempts and the customer is wanting to reapply the film in the impacted areas, the customer will be charged the cost of film peeling off process and the film cost including the reapplication charges.
- l) An event beyond human control or influence, such as natural disasters including floods, cyclones, earthquakes, or any other unforeseen circumstances.

CLAIMS & FINAL DECISION

All and any claims subject to warranty will be at the discretion of Wuerth India Private Limited and will be actioned after a thorough examination and/or investigation, on a case-to-case basis. The final decision lies with the Company.