

The logo for Crystal Serum Ultra is centered in a dark, geometric, crystalline background. The text 'CRYSTAL SERUM' is in a large, white, sans-serif font, with 'ULTRA' in a smaller, white, sans-serif font below it, all contained within a white rectangular box.

CRYSTAL SERUM ULTRA

9 Year Guarantee

The Gtechniq guarantee covers you for specific problems with the surface of your car such as paint oxidation and staining and helps to extend the 'new' appearance of your car for longer.

It is important that you recognise the surface of your car can be prematurely compromised through improper wash technique and the use of sub-standard car care products or equipment. By following our simple car washing guide below and using the Gtechniq range of aftercare products designed to work alongside our ultra-durable ceramic coatings, your car will retain its showroom condition for years to come.

https://gtechniq.com/images/_pics/180410_WEB_Comprehensive_Wash_Guide.pdf

For customers who do not have the time to maintain their cars themselves, or would prefer to leave this to the experts, our team of Accredited Detailers worldwide offer a range of aftercare service packages.

Your Gtechniq coating is only covered by guarantee when applied by an accredited detailer/applicator and upon completion of our online guarantee registration. Please note that your guarantee is only valid in countries where Gtechniq has distribution.

It is your responsibility to register on-line your car for guarantee, after which your car is subject to the terms and conditions herein. The guarantee must be registered no later than 30 days after the coating has been applied to your car.

Please note guarantees are non-transferable and can only be redeemed by the original purchaser on the car initially registered.

Vehicle inspection schedule

To uphold your Gtechniq guarantee you must visit the Gtechniq Accredited Detailer who applied your original coating every 12 months during the period of your guarantee (nine years). This is so they can inspect your vehicle's finish and give you advice on the maintenance of your car. This inspection is free of charge and can be arranged at a time convenient to you.

With Gtechniq Crystal Serum Ultra your car's exterior is protected with a nine-year guarantee.

Gtechniq Crystal Serum Ultra will safeguard the treated surface under the terms and conditions listed below.

Should the treated car surfaces be damaged by tree sap, bug splatter, bird & bat droppings or the sun's harmful UV rays, Gtechniq will repair or clean (at its option) and retreat the damaged area at no cost to the owner.

Guarantee conditions and exclusions

In the event of damage to the factory painted surface of your car caused by collision, accident, vandalism or abuse, the vehicle can be taken to a registered Gtechniq Accredited Detailer for retreatment of the damaged areas at the owners or insurers expense. The owner must present a copy of their guarantee document and the guarantee authentication code prior to the car being retreated.

This guarantee does not cover stone chipping, surface rust, marring, abnormal chemical fallout or spillage, untreated panel repair or replacement, scratching, abrasions, manufactures imperfection or paint imperfections such as paint flaking, peeling, foreign matter in paint, orange peel, or clear coat separation.

Guarantee terms and conditions

If damage to your vehicle occurs during the guarantee period and the owner considers this guarantee may be applicable, the following procedures should be followed:

- a) Immediately notify Gtechniq by emailing info@gtechniq.com.au, the following details should be submitted: name, phone number, guarantee number, with a brief description of the damage or fault
- b) Gtechniq may then arrange for an assessor to inspect the vehicle during normal business hours at a location nominated by them
- c) If Gtechniq accepts the claim, we will arrange a mutually convenient time for repair and treatment of the damage or fault
- d) Failure to lodge a claim within 30 days of the problem being apparent will absolve Gtechniq of any legal responsibilities

The guarantee shall not be applicable in the case of:

- a) Damage by collision, acts of vandalism and burns of any description
- b) Treated surface coming into contact with dyes and paints
- c) Staining or discolouration or any other defect as a result of faulty manufacture
- d) The treated areas are not altered in anyway, removed or over coated with any different branded products.