



## **SYNERGY CERAMIC COATINGS PRODUCT WARRANTY**

This warranty is for use on vehicles registered by Infinity Wax accredited professional users only. The warranty must be registered within 7 days of installation (as per training).

Infinity Wax Synergy warranty includes the following products:

- Synergy 3 Year Paint Coating
- Synergy 5 Year Paint Coating
- Synergy Pro Mobile Coating (3 Years)

Provisions apply to validity of this warranty as detailed below.

### **The warranty covers:**

The coating will maintain the gloss of your car, protecting it from UV damage, oxidation and will last for at least 3 years (or more depending on the type of coating used) after application. Providing the customer follows the recommended maintenance guidelines (supplied on handover) and avoids exposing their vehicle to extreme conditions such as TFR, brush washing or adverse contamination.

- Visible deterioration of the gloss finish on exterior paintwork
- Total loss of water repellence
- Oxidation or colour fade caused by exposure of the paint to the elements.

### **Basic Terms:**

- The coating has been applied as detailed in the user instructions or training
- Infinity Wax aftercare guide followed.
- The accredited installer must register the warranty within 7 days of installation on [www.infinitywax.com](http://www.infinitywax.com).
- The vehicle owner must undertake an annual coating inspection from the original installer (not more than 30 days

from previous application anniversary) and logged via [www.infinitywax.com](http://www.infinitywax.com) to continue warranty validation.

### **Warranty Exclusions:**

- General wear and tear of a vehicle
- Accidental or malicious damage
- Damage caused by faults from the vehicle manufacturer's process and products.
- Any surfaces other than body paintwork.
- Damage to the vehicle or degradation of the coating caused by using non-specified products as detailed in the warranty.
- Damage to the vehicle or degradation of the coating caused by a non-recommended washing technique, including: automatic car washes, sponges, brushes or contaminated wash tools.
- Damage caused by bird lime.
- Scratches, swirls, marring, and scrapes to the paintwork.
- Damage caused by stone chips, fire, collision, and extreme weather.
- Damage caused by vehicle modifications.

### **Terms of Maintenance**

Each vehicle must undergo an annual inspection with the same Infinity Wax verified detailer.

The customer must maintain the vehicle monthly using the following steps:

Pre-wash - Citrus, snowfoam or similar non caustic products.  
Contact Wash - Wax free shampoo to avoid coating "clogging"  
Protection - Synergy QD (solvent based QD). Any additional DIY protection must be free of any abrasives.

The Customer should maintain the vehicle, either themselves or via a detailer, following the steps detailed in the Synergy Maintenance Guide.

### **Limit of Liability:**

- Claims to Infinity Wax can only be made by an accredited user of Synergy ceramic coatings and not the vehicle owner.
- The warranty covers the registered owner and is not transferable (unless requested in writing to Infinity Wax).
- The warranty will cover the product only and Infinity Wax will not be responsible for any remedial works to vehicles.
- Accredited detailers must contact Infinity Wax to discuss a warranty claim prior to commencing any remedial works.
- All claims are at the discretion of Infinity Wax.

## **Terms & Conditions:**

The warranty is only valid if the following conditions are met:

- The coating was applied by an Infinity Wax accredited Detailer in a controlled, indoor environment (unless using the Pro Mobile coating) and in accordance with the limitations of the warranty.
- The warranty was registered within 7 days of installation.
- The vehicle was not washed with an automatic car wash brush wash or caustic pre-wash.
- The vehicle has not been serviced by any other detailing company not approved by Infinity Wax (including dealerships).
- The vehicle is maintained according to the Synergy Maintenance Guide.

## **Warranty Claim Procedure:**

1. Contact your Infinity Wax verified detailer for a full assessment of your vehicle before starting your claim.
2. If your installer confirms failure of any of our coatings, then visual and written documentation must be sent to [trade@infinitywax.com](mailto:trade@infinitywax.com)
3. If your claim is approved, your Accredited Detailer will offer to re-apply the coating free of charge.
4. If your claim is rejected, your installer will provide you with an alternative solution that may involve paid services.