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your warranty

# Paint Protection Film Warranty

Topaz Detailing Limited ("Topaz") will offer you a **10-year warranty** (the "Warranty Term") on Paint Protection Film ("PPF") that has been manufactured and installed by Topaz's team of certified installers. We also offer a 1-year warranty for Windscreen Protection Film and no warranty is offered for the PPF applied to wheels. We warrant your film against crackling or lifting (if the adhesive has not been removed by the purchaser) on automotive painted surfaces only for the Warranty Term. Discolouration of the film can occur if the film is not maintained regularly, please refer to our maintenance schedule. The warranty does not cover damage to PPF caused by accidents or collisions, intentional misuse or ordinary wear, nor damage, dents or chips to the protected surface or film caused by impact of rocks or any other debris.

Any PPF Topaz agrees to replace which is covered by this warranty will be done so at no extra cost. In such case, replacement of damaged film is the exclusive remedy; liability does not extend to any other damages, incidental, consequential or otherwise. PPF that is not covered by this warranty may be replaced at an additional cost to be agreed between you and Topaz.

The PPF is resilient to industry standard automotive after care products, specialised products such as: scratch removers, de-greasers, TFR (traffic film removers), abrasive polishes and waxes. However, chemical cleaners may harm the PPF. In such circumstances, the damage would not be covered under the warranty. Please refer to our *After Care* documentation for reference.

If the product is found to be defective and upon our inspection of the defective product and our determination that your claim falls within the scope of this warranty, we will arrange for the PPF to be replaced within sixty (60) days at our premises. If we are not able to replace your warranted product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for your purchase cost (as indicated on your proof of purchase), at our sole discretion. If we determine that the damage is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis. Replacement products, once installed, are covered for the remaining period of the warranty only. We own all warranted products returned to us that are exchanged for a replacement product. Topaz's PPF Warranty does not cover the costs of transporting the vehicle to and from the premises.

If the Vehicle is sold within the Warranty Term, the warranty is transferable to the new owner of the Vehicle if 1) the new owner registers the change of ownership by completing the 'Transfer of Warranty' form found on Topaz Detailing London's website ([www.topazdetailing.com](http://www.topazdetailing.com)); and 2) there are six (6) months remaining on the warranty. For the avoidance of doubt, if there are less than six (6) months remaining on the warranty, this warranty will not be transferable to any subsequent owner of the Vehicle. Furthermore, if the requisite form is not completed for the transfer of warranty, Topaz London will not be held liable for any damage to PPF and this warranty will be deemed invalid. It is the responsibility of the new owner to register the change of ownership.

This warranty does not cover problems with a warranted product caused by normal wear and tear. It also does not cover problems with a warranted product resulting from external causes such as accident, abuse, misuse, mishandling, collision, alteration, negligence, fire, theft, vandalism, riot, explosion, natural disaster, or other acts of God. Moreover, it does not cover any problems resulting from a usage of a warranted product that is not in accordance with *After Care* instructions or resulting from a failure to follow product instructions or a failure to perform preventative maintenance to or parts replacement for your vehicle as suggested by the manufacturer in its maintenance schedule. Finally, it does not cover warranted products for which we have not yet received full payment.

**WARNING:** The PPF should not harm the manufacturer's factory applied paint finish when professionally removed, however smart repairs and vehicles with partial and/or full respray finishes may peel. In this instance Topaz will not be held accountable for the repair/replacement of such incident. Topaz are not responsible for any derived costs as a result of a warranty claim, such as fuel, loss of earning or other consequential expense. This agreement is a product warranty and not insurance and is limited to one claim per panel. This warranty forms part of the Topaz Detailing Limited Standard Terms of Conditions.