



GenTek
Coatings

“Next Generation Car Care”

PRODUCT AND DEFECTS WARRANTY POLICY (PRODUCT WARRANTY)

GENTEK Ceramic Paint Protection 9H

GENTEK GRAPHENE ULTRA Ceramic Paint Protection 10H Plus

(Collectively referred to as, **Gentek Paint Protection Products**)

And

GENTEK Interior Protection (Fabric, Leather & Vinyl)

(Collectively referred to as, **Gentek Products**)

1. Product Warranty Policy Provider and Eligibility

1.1 This Product Warranty is provided by GENTEK COATINGS PTY LTD (ACN 694 275 762)

Address – PO BOX 423 Mortdale NSW 2223

Phone – 1800 088 877

Email – help@gentek.au

1.2 This Product Warranty is offered in addition to other rights and remedies consumers have at law, including under the Australian Consumer Law. This Product Warranty is applicable to customers who have purchased and have professionally applied Gentek Products. This Warranty may also be subject to change which will be updated on our website from time to time.

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2. Warranty Coverage

2.1 Paint Protection

2.1.1 Gentek Paint Protection Products have been scientifically formulated and designed to act as a sacrificial protection layer for your vehicles painted surfaces protecting it and helping prevent damage against environmental contaminations such as:

- i. Bird and Bat Droppings;
- ii. Insect Residue and Insect Etching;
- iii. Weather Induced Colour Fading & Oxidisation;
- iv. Tree Sap damage; and
- v. Loss of Gloss.

*Product Warranty terms, conditions and exclusions apply

2.2 Interior Protection

2.2.1 GENTEK COATINGS PTY LTD Interior Protection (Fabric, Leather & Vinyl) products have been scientifically formulated and designed to help prevent permanent staining against:

- i. Consumable Food & Drink Stains;
- ii. Sunscreen Stains;
- iii. Makeup Stains; and
- iv. Kid & Pet Stains.

*Product Warranty terms, conditions and exclusions apply

3. Product Warranty Period

3.1 In Addition to your rights under the Australian Consumer Law GENTEK COATINGS PTY LTD warrants the goods and workmanship and will commence at time of application for the following periods:

- i. GENTEK Ceramic Paint protection 9H (**Seven Years Warranty**)
- ii. GENTEK Graphene Ultra Ceramic Paint Protection 10H Plus (**Lifetime Warranty**)
- iii. GENTEK Interior Protection (Fabric, Leather & Vinyl) (**Ten Years Warranty**)

3.2 This Product Warranty will end and will no longer be valid if the vehicle has been sold or had a transfer of ownership from the original registered owner that purchased the vehicle and these products. Failure to adhere to these warranty terms and conditions will also void this product warranty.

3.3 “Lifetime Warranty” means the lifetime of the vehicle while owned by the original purchaser, subject to ongoing compliance with this product warranty policy.

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4. Product Warranty Exclusions

4.1 Gentek Paint Protection Products

4.1.1 This Product Warranty will not apply to or cover damage or defects that have been caused by:

- i. painted accessories and any parts installed after the vehicle has left the manufacturer assembly line. i.e., canopies, body kits, Ute lids, spoilers etc;
- ii. collision, impact, fire, vandalism or weather events;
- iii. neglect, abuse or failure to take reasonable care of the treated surface;
- iv. stone chips, scratches, swirl marks, wash webbing, rust, or rail rust
- v. improper application and untreated, repaired, resprayed, or replaced panels;
- vi. Reapplication cost and any panels that have not had the product reapplied within 4 weeks after repair;
- vii. Damage caused by magnetic signage, decals, vinyl wraps, signage, or stickers;
- viii. Manufacturer defects, in the paintwork, workmanship and any paint failure i.e., paint delamination covered under the motor vehicle's manufacturer warranty;
- ix. damage to any surface not treated with Gentek Paint Protection Products;
- x. acids, solvents, bleaches, corrosive chemicals, oil-based paints or industrial fallout;
- xi. water marks, bore water or concrete water;
- xii. ute beds and trays; or
- xiii. abrasive polishing and buffing using cutting compounds.

4.2 Gentek Interior Protection Products

4.2.1 This Product Warranty will not apply to or cover damage or defects that have been caused by:

- i. neglect or abuse and failure to take reasonable care of the treated surface;
- ii. rips, tears, burns and vandalism;
- iii. roof lining, steering wheels, and gear knobs;
- iv. manufacturer defects, workmanship and any imperfections covered under the motor vehicle manufacturers warranty;
- v. bleaches, acids, corrosive chemicals, ink stains, dye stains, chewing gum or paint;
- vi. any damage or discolouration caused by general wear and tear;
- vii. any repaired or replaced surface not treated by the GENTEK COATINGS interior protection products; or
- viii. Any damage or stains present before the application of the GENTEK COATINGS interior protection products.

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5. Australian Consumer Law

5.1 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

5.2 This warranty is in addition to your consumer rights under the Australian Consumer Law and do not limit or replace those rights.

6. Process of Making a Claim

6.1 When making a claim under this Product Warranty you must contact us by Phone (1800 088 877) or email (help@gentek.au) as soon as reasonably possible, after the relevant damage has occurred and has been identified.

6.2 Proof of purchase along with proof of vehicle ownership must be provided before we can conduct an assessment to determine whether the damage that has occurred is covered by this Product Warranty.

6.3 Once we have the required information GENTEK COATINGS will arrange for your vehicle to be inspected by one of our accessors. The vehicle must be sufficiently clean to carry out the inspection.

6.4 Following the vehicles inspection and subject to the claim being approved, GENTEK COATINGS will arrange a time at a location nominated by GENTEK COATINGS for the damage to be rectified or repaired.

6.5 GENTEK COATINGS will also arrange for the reapplication of the relevant Gentek Product within four weeks after the repair has been completed.

6.6 You will bear all other cost and expenses that are involved in making this claim under the warranty, including delivery and collection of the motor vehicle for both the inspection and repair to and from the nominated location, lost time, hire car or transport cost.

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7. Maintenance and Care Instructions

7.1 Avoid washing the motor vehicle for 7 days after application of the product.

7.2 Frequent washing is recommended i.e., 1 to 2 weeks if vehicle is kept outside or every 3 to 4 weeks if vehicle is garaged.

7.3 Remove contamination from bird and bat droppings, tree sap or insect residue as soon as possible to stop the damage process these contaminants can cause.

7.4 Avoid using bore water and washing agents that contain degreasers or solvents when washing your vehicle.

7.6 To avoid water marks, please ensure the vehicle has been completely dried after every wash. Water marks are a built up of minerals on the painted surface left behind after the water has evaporated. Water marks should easily be removed during your next wash if not left on there too long.

7.7 Waxes and polishes can be used for maintenance however avoid abrasive polishes or cutting compounds if buffing the vehicle.

7.8 Remember you can always call one of our friendly team members if you have any questions or concerns with the maintenance and care for your vehicle.

8. Limitation of liability

8.1 GENTEK COATINGS PTY LTD's liability is limited to the furthest extent permitted by law, to remedies provided under Australian Consumer Law and this Product Warranty. GENTEK COATINGS PTY LTD's liability is limited to direct loss and it shall have no liability for indirect or consequential losses.

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