



# GYEON 10 YEARS WARRANTY (MOBILE CERTIFIED DETAILERS)

## FULL TERMS & CONDITIONS

### 1. WHAT IS THE 10 YEARS WARRANTY?

GYEON 10 years warranty is the warranty giving the freedom of choice, being tailor-made for you and your car's lifestyle. Exclusive warranty system, available for GYEON Q<sup>2</sup> Flash only, based on clear and honest rules defined by the maintenance you decide to follow for your vehicle.

### 2. WHAT ARE THE BASIC TERMS TO HAVE 10 YEARS WARRANTY?

- 10 Years Warranty can be offered only by GYEON Mobile Certified Detailer who have access to Q<sup>2</sup> Flash with the 10 Years Warranty Package (Plastic Warranty Card, Service Book, Wisdom Book, Hologram W/ Serial Number).
- The warranty has to be registered online via [gyeonservices.com](http://gyeonservices.com) within 30 days since the car has been picked up.
- The required maintenance is followed as per maintenance book available on [gyeonservices.com](http://gyeonservices.com).
- The periodical maintenance is carried out in time.

### 3. WHAT IS WARRANTED?

GYEON warrants that during 3 years and above depending on your chosen GYEON maintenance routine, Q<sup>2</sup> Flash coated vehicle paintwork will not lose its gloss, will be protected against most elements, will retain its self-cleaning abilities, will allow easier removal of bird dropping, organic contamination, tar deposits, bugs and acid marks. The chosen coating will retain its beading/sheeting properties for at least 24 months once correct maintenance is followed and vehicle is not exposed to extreme conditions.

### 4. WHAT IS NOT WARRANTED?

GYEON does not warrants any types of damages of failures other than the one mentioned above.

### 5. TERMS & CONDITIONS

#### **3 YEARS WARRANTY IS VALID ONLY IF THE FOLLOWING CONDITIONS ARE FULFILLED:**

- Application of Q<sup>2</sup> FLASH was performed only by a GYEON Mobile or Certified Detailer.
- The process was performed strictly by the rules of the manufacturer.
- The warranty shall be registered online within the first 30 days since it has been issued.
- GYEON Mobile Certified Detailer should keep the bottle of coating used on his customer's car with the matching serial number and store it for the whole period of the warranty.
- The vehicle has not been washed during the first 14 days with any detergents to let the coating fully cure.
- The car was not washed in an automatic or commercial car wash.

- After the GYEON initial service, the vehicle has not been serviced by any other detailing company that is not approved by GYEON (that also includes dealer and workshop).
- Q<sup>2</sup>M CURE, Q<sup>2</sup>M WETCOAT or Q<sup>2</sup>M BATHE+ has been used at least once every 3 months for maintenance purposes.
- The warranty is valid only for the registered owner.
- The warranty is void on damaged or repaired panels.

## **10 YEARS WARRANTY IS VALID ONLY IF THE FOLLOWING CONDITIONS ARE FULFILLED ON TOP OF THE ABOVE ALREADY MENTIONED:**

- The 10 Years Warranty is valid as long as the customer respect the periodicals paid services at his selected GYEON Mobile Certified Detailer continuously. If a service has not been done on time or skipped, the warranty is void.
- The warranty (3 or 10 years) is valid only under the above-listed conditions and does not cover any types of damage or failure other than those listed above.
- The warranty will not be accepted without the initial service invoice.
- GYEON will not accept any warranty claims from any vehicle users other than its owner registered online.
- The warranty period starts on the date the 10 Years warranty service book has been signed by the certified mobile detailer.
- GYEON will not be held responsible for damage caused by improper use of the vehicle, track use or any surface damage caused by accidents or vandalism.
- The warranty is not transferrable or valid for commercial vehicles.
- GYEON will not be held responsible for lost business, profits or for any losses or additional costs relating to submitting or for the duration of warranty claims.

## **6. TERMS OF OBLIGATORY MAINTENANCE**

- After the GYEON initial service, the customer must maintain his coated vehicle following the GYEON Maintenance Rules available at : <https://gyeonservices.com/en/maintenance>
- If the customer chooses to benefits of the 10 Years Warranty, he must comply with GYEON Maintenance Rules and the required periodical paid services every 24 months or 25k KM at his GYEON Mobile Certified Detailer.
- The customer is responsible to settle appointment with his GYEON Mobile Certified Detailer for periodical maintenance services.

