



# GYEON PPF INFINITE WARRANTY

## FULL TERMS & CONDITIONS

### 1. WHAT IS THE GYEON PPF INFINITE WARRANTY?

GYEON INFINITE WARRANTY is the first PPF warranty giving the freedom of choice, being tailor-made for you and your car's lifestyle. A warranty system, available for GYEON Paint Protection Films based on clear and honest rules defined by the maintenance you decide to follow for your vehicle and its paint protection film.

### 2. WHAT IS WARRANTED?

GYEON warrants that all Paint Protection Films to be free of manufacturer defects for 7 years or INFINITE from the date of installation. Covered defects include: yellowing, bubbling, cracking. GYEON warrants that the film will not lose its repellency and gloss for at least 2 years.

### 3. WHAT IS NOT WARRANTED?

GYEON does not warrant damages caused by wrong application, improper use of the vehicle, track use or any surface damage caused by accidents, vandalism and any other type of damages or failures not mentioned above.

### 4. TERMS & CONDITIONS

#### **GYEON ENHANCE & PROTECT+ 7-YEAR WARRANTY IS VALID ONLY IF THE FOLLOWING CONDITIONS ARE FULFILLED:**

- **Application of GYEON PPF was performed only by a GYEON PPF Installer.**
- No coating was installed on top of the film during its initial warranty period.
- 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.
- The vehicle has not been washed during the first 14 days with any detergents to let the film settle accordingly.
- The car was not washed in an automatic or commercial car wash at any time.
- After the GYEON PPF installation, the vehicle has not been serviced by any other detailing company that is not approved by GYEON (that also includes dealerships and workshops)
- The car has been maintained periodically as per the GYEON Maintenance rules.
- The warranty is valid only for the registered owner and is not transferable.
- The warranty is void on damaged or repaired panels.

#### **GYEON ENHANCE & PROTECT+ 5 OR 7-YEAR WARRANTY IS VALID ONLY IF THE FOLLOWING CONDITIONS ARE FULFILLED:**

- The INFINITE WARRANTY is valid as long as the customer maintains his vehicle based on GYEON Maintenance Rules and respect the periodical services at his selected GYEON Certified Detailer continuously after the end of his original warranty length. If a service has not been done on time or skipped, the warranty is void.
- Depending on the choice of film, the customer benefits of a 7 years warranty of manufacturer defects (mentioned above) or may extend it to the GYEON INFINITE WARRANTY only if all above-listed conditions are respected. It 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 30 days after the date on the original install and only if the warranty is registered online.
- GYEON will not be held responsible for damage caused by wrong application, 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.

## 5. MAINTENANCE DETAILS

After the application of GYEON PPF, the customer must maintain the vehicle following the GYEON Maintenance Rules available at: [gyeonservices.com/en/maintenance](http://gyeonservices.com/en/maintenance). If the customer chooses to benefits of the INFINITE WARRANTY, he must act accordingly to the GYEON Maintenance Rules and the required periodical paid services every 24 months or 25k km (18,6k miles) at his GYEON Certified Detailer after the initial manufacturer warranty ends.

## 6. WARRANTY CLAIM PROCESS

To file a claim, first attempt to contact the GYEON PPF Installer who performed the installation. In the event you are unable to contact the original GYEON PPF Installer, for any reason, please contact GYEON at [warranty@gyeonquartz.com](mailto:warranty@gyeonquartz.com)

**You must retain the warranty card, a copy of your original receipt identifying coverage areas and remit to GYEON as requested to process your claim. For valid claims, GYEON will have a GYEON PPF Installer remove and reapply GYEON Paint Protection Film to areas determined to be covered by the warranty including material and labour.**

## 7. FILM QUALITY CLAIM

- Any misuse or improper handling of film is not covered by the product warranty.
- Stack boxes properly and fully supported from the bottom. Film can be ruined if improperly stacked. DO NOT stack or store vertically. Film improperly stored and cared for will void all warranties.
- If you find a tunnel in the film upon opening the box, please take pictures and report it to your GYEON PPF Distributor.
- When the boxed film arrives, if the box or package is damaged from delivery, please report to GYEON PPF Distributor with pictures.
- Never allow a roll of film to lose tension or unwind as this may result in tunneling.
- Before using a plotter cutting system, we strongly suggest removing the cap sheet on the desired amount of film to be cut. The cap sheet may interfere with the plotter cutting and a tunnel can form. During the removal of the cap sheet static will attract debris and can become stuck to the film. Please use caution when removing.
- Dependent on skill and quality of installation, results can vary and void a warranty claim.
- After installation, we recommend waiting at least 2 days before washing, allow a longer period of time in colder climates.
- Always use caution when using a power washer on installed PPF.
- Light dimples, orange peel, or pinholes may appear in some areas of the film. If you find large quantities in a small section please report to GYEON PPF Distributor.
- GYEON has the right to dismiss any warranty claim.

## 8. FILM QUALITY CLAIM PROCESS

- All returned rolls and partials sent back to GYEON HQ will be examined for a warranty claim.
  - GYEON has a policy of “no film, no claim”. Please ensure you keep the claimed film until your claim is fully processed.
  - Once the claim process has reached a conclusion, an email will be sent to the customer.
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