



GYEON PPF INFINITE WARRANTY

1. WARRANTY SCOPE

GYEON warrants its Paint Protection Film (PPF) products to be free from manufacturing defects, including yellowing ($\Delta y_i \leq 2\%$), cracking, blistering or delamination of the film for a set amount of years.

COVERED FILMS & DURATIONS

- **GYEON PPF PROTECT+ – 12 YEARS**
- **GYEON PPF HYBRID – 10 YEARS**
- **GYEON PPF ENHANCE (PHILIC & PHOBIC) – 10 YEARS**
- **GYEON PPF MATTE – 10 YEARS**

2. WARRANTY EXCLUSION

GYEON does not warrant damages caused by improper application methods, 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.

3. TERMS & CONDITIONS

GYEON PPF INFINITE WARRANTY PROGRAM IS VALID ONLY IF THE FOLLOWING CONDITIONS ARE FULFILLED

- Application of GYEON PPF was performed only by a GYEON PPF Installer, active and listed on www.GYEONSERVICES.com
- The installation insured that any installation fluid is based on demineralised water only.
- For Protect+, Hybrid, and Enhance Phobic, no coating was installed on top of the film during its initial warranty period without the written approval of GYEON HQ.
- For Enhance Philic & Matte coating installation (ex: Q² PPF EVO/INFINITE/MATTE EVO) is mandatory at the time of the original installation. An active GYEON PPF Installer or GYEON Certified Detailer must perform the coating installation.
- The installation process was performed strictly according to the manufacturer's rules. (available on the HUB)
- The warranty shall be registered online within the first 30 days after 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 vehicle was not washed in an automatic or commercial car wash at any time as the harsh chemicals used in commercial washes will negatively affect the repellency and gloss of the films. GYEON is not responsible for tears, lifting edges, or other damage caused by an aggressive commercial wash.
- After the GYEON PPF installation, the vehicle has not been serviced by any other detailing company that has not been 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.
- The INFINITE WARRANTY is valid as long as the customer maintains his vehicle based on GYEON Maintenance rules and respects the periodical services at his selected GYEON Certified Installer continuously after the end of his original warranty length.
- If a service has not been done on time or skipped, the warranty is void.
- It does not cover any types of damage or failure other than those listed above.

- The warranty can be accepted only with the presence of the initial service invoice.
- GYEON will not accept warranty claims from vehicle users other than the owner registered online.
- The warranty period starts on the date of the original installation and only if the warranty is registered online within 30 days of installation.
- 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.

4. MAINTENANCE DETAILS

After the application of GYEON PPF, the customer must maintain the vehicle following the GYEON Maintenance Rules available at: www.gyeonservices.com/en/ppf-maintenance.

If the customer chooses the 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.

5. 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@gyeon.co

You must retain the warranty card, a copy of your original receipt identifying coverage areas fully filled-out 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 labor.

6. FILM QUALITY CLAIM

- Any misuse or improper handling of film is not covered by the product warranty.
- Store film safely and properly. The film can be terminally damaged if improperly stacked. GYEON is not responsible for damage to film due to improper storage and this damage will not be covered.
- If you find a tunnel in the film upon unrolling it, please take pictures and report them to your GYEON PPF distributor.
- Each core side of the roll must be checked for possible tunnelling prior to un-rolling the film.
- 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 become stuck in the film. Please use caution when removing.
- Depending on skill and quality of installation, results can vary and void a warranty claim.
- 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.

7. FILM QUALITY CLAIM PROCESS

- Picture of the roll-ID must be provided.
- All returned rolls and partials returned 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.

