



WARRANTY CLAIM PROCEDURE

1. Visit your Gyeon Certified Detailer for a full check of your vehicle before starting your claim procedure.
2. If your installer confirms failure of Q² DuraFlex / Q² Mohs+ / Q² Flash, then visual and written documentation must be sent to your Gyeon country distributor (please check the list here: <https://gyeonquartz.com/distributors-detailers/>).
3. If your claim has been approved, your Gyeon Certified Detailer will offer you a detailing service and coating reapplication free of charge.
4. If your claim has been rejected, your installer will provide you with an alternative solution that may involve paid services.

THE FOLLOWING CONDITIONS APPLY WHEN MAKING A CLAIM FOR ANY PRODUCT DEFECTS OR FAILURES:

1. Gyeon Certified Detailer must be notified of any claim due to failure of product performance within 30 days of occurrence.
2. Any application, re-application, repair work or other work carried out on the coated surface must be applied/reapplied or repaired by a Gyeon Certified Detailer after claim approval from Gyeon HQ.