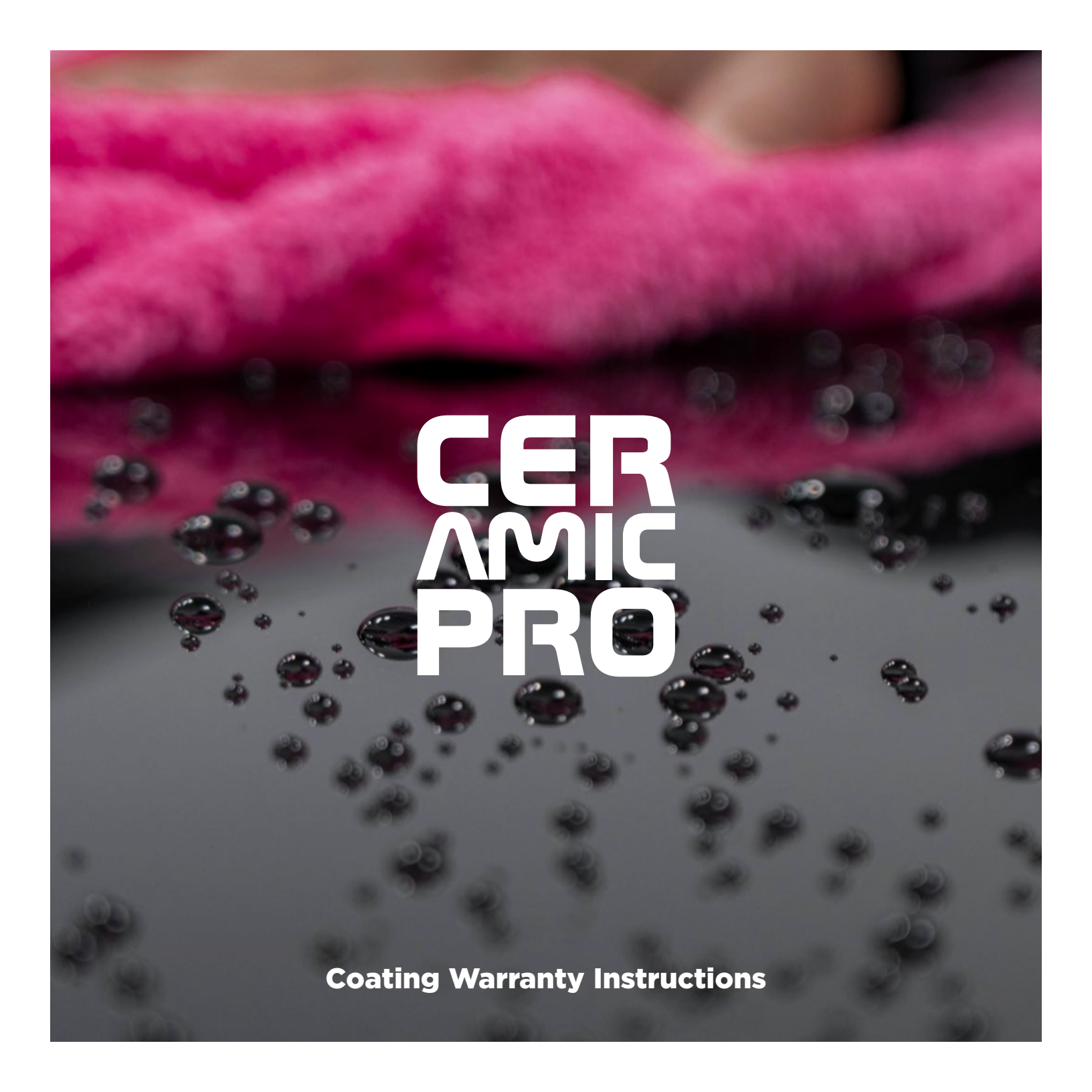


The background of the image is a close-up photograph. The top half shows a bright pink, textured towel or cloth. The bottom half shows a dark, reflective surface covered with numerous water droplets of varying sizes, creating a bokeh effect. The text 'CERAMIC PRO' is centered in the middle of the image, overlaid on the water droplets.

CERAMIC PRO

Coating Warranty Instructions

Ceramic Pro® Coatings

Manufacturer Warranty

1.0 - CERAMIC PRO COATINGS WARRANTY PROGRAM

1.1 Ceramic Pro Coatings Warranty

Ceramic Pro warrants to the owner of the nominated vehicle that if the Ceramic Pro is unsatisfactory in its performance of:

- 1. Protecting the vehicle's Factory Paintwork from oxidation; damage from bird droppings, bug splatter, tree sap; or UV damage; and/or
- 2. Protecting the vehicle's Wheels/Rims from oxidation or environmental staining; and/or
- 3. Protecting the vehicle's interior from permanent stains and UV damage; and/or
- 4. Providing hydrophobicity to the vehicle's PPF, Vinyl or Glass;

whilst being maintained in accordance with the terms and conditions of this warranty, Ceramic Pro or its agents will at no cost to the owner repair, clean, and/or re-treat the affected area.

1.2 Warranty Terms & Conditions

The following general terms and conditions apply to any and all Ceramic Pro Coatings Warranty Program products:

- 1. Warranty term begins from the date of application or warranty booklet (for pre-2021 warranties);
- 2. This agreement excludes vehicles used for commercial purposes at any time previous to, presently, or during the course of this warranty period;
- 3. Initial application must be performed by a Certified Ceramic Pro installer.
- 4. Any application, re-application, repair work or other work carried out on the coated surface must be applied, reapplied, or repaired by a Certified Ceramic Pro installer after claim approval from Ceramic Pro LLC;
- 5. Ceramic Pro LLC must be notified of any claim due

to failure of product performance within 30 days of occurrence;

- 6. Vehicle must remain continuously registered and located within North America for the duration of the warranty; and
- 7. Warranty is in the name of the vehicle owner and can only be transferred if new owner attends to the annual service. Failure to transfer through an annual service with a Ceramic Pro certified installer within the required period will change the period of cover on the warranty transfer to "1 year" from the date of the last consecutive service or installation if no annual service is performed; and
- 8. Vehicles over three months old are strongly recommended to have a machine polish to be carried out by the approved installer. Any coating will amplify any pre-existing damage on the substrate. It is strongly recommended that imperfections such as chips, scuffs, scrapes, etc. be addressed before application.
- 9. It is the responsibility of the installer to register the warranty. If the installer fails to register the warranty (or provide a warranty booklet for pre-2021 installations) and was active with Ceramic Pro LLC at the time of install, the vehicle owner may submit their paid invoice to have their warranty registered. The invoice must list the Ceramic Pro service and be marked as paid. Ceramic Pro LLC cannot register warranties without proper documentation.

1.3 Annual Service

Annual services must be carried out by a Ceramic Pro installer within 30 days before or after the anniversary date of the original application or last service to maintain the warranty. Failure to undertake an annual service within the required period will change the period of cover to the minimum number years stated in each different package warranty section in Sections 3 and 4 of this warranty document. Annual services are no longer required after this change, but are recommended.

A fee determined by the Ceramic Pro installer will be charged for the Annual Service, which includes:

- Exterior wash
- Decontamination
- Visual inspection
- Sport coating/booster/reapplication

2.0 - WARRANTY LIABILITY LIMITS AND INVALIDATIONS

2.1 General Liability Limitations

Ceramic Pro, LLC or its agents will not accept liability for the following:

- 1. Workmanship errors and faulty workmanship are not covered; such as, but not limited to: high spots, streaks, and low spots;
- 2. Deterioration of factory-installed equipment or any other treated part of substandard specification, materials or workmanship by vehicle manufacturer, their dealership, third-party supplier or modifier, or professional detailers not authorized by Ceramic Pro LLC;
- 3. Hard water spots, swirl marks, marring, scratches, scuffs, scrapes, chips to the painted surface;
- 4. Pre-existing damage or deterioration;
- 5. Any claim for matters which are covered by vehicle manufacturers' warranty;
- 6. Damage caused by manual or automatic wash brushes, abrasive cloths, sponges or materials;
- 7. Untreated areas due to accident damage and/or their subsequent repairs;
- 8. Damage caused by impact with a foreign object (i.e., stone chips); and
- 9. Warranty is valid for factory clear-coated systems only and excludes any non-clear-coated or matte finishes.

2.2 General Warranty Invalidations

Ceramic Pro warranty for any product will be considered invalid if any of the following general conditions occur:

- 1. Neglect to maintain the vehicle according to the standards and techniques recommended by Ceramic Pro;
- 2. Damage caused by abrasive compounds and polishes and third-party products;
- 3. Damage resulting from a collision or other vehicle accidents, and failure to repair and re-treat surfaces subject to accident damage in accordance with the warranty;
- 4. Damage or structural failure occurs as the result of racing applications or willful abuse
- 5. Damage, either accidental or malicious, including but not limited to fire, flood, extreme weather conditions, secondary effects that may result from the foregoing, or any other force majeure.
- 6. Damage caused by any alteration or modification to the vehicle surfaces;
- 7. Damage caused by manufacturer's defects;
- 8. Damage to the vehicle prior to product application;
- 9. Failure to adhere to any requirements listed under the terms and conditions of this warranty.
- 10. Only authorized installers are permitted to install and service any Ceramic Pro products. If a vehicle is found to have non-Ceramic Pro product, product obtained from a distributor other than Ceramic Pro LLC, or product applied by a non-Ceramic Pro installer, any warranty will be voided.
- 11. Many areas of the country use road salts and chemicals during the winter months that can cause adverse effects on your vehicle and wheels, it is recommended to clean more frequently during this season. Failure to do so may greatly reduce the life of the product.

3.0 - CERAMIC PRO EXTERIOR PAINT WARRANTY

3.1 Ceramic Pro Ultimate ION

Warranty is valid for Lifetime of a vehicle from the date of application. This warranty requires annual services and becomes a 7-year Warranty from the date of last consecutive inspection if an inspection is missed.

3.2 Ceramic Pro Gold

Warranty is valid for Lifetime of a vehicle from the date of application. This warranty requires annual services and becomes a 5-year Warranty from the date of last consecutive inspection if an inspection is missed.

3.3 Ceramic Pro ION

Warranty is valid for Seven (7) years from the date of application. This warranty requires annual services and becomes a 3-year Warranty from the date of last consecutive inspection if an inspection is missed.

3.4 Ceramic Pro Silver

Warranty is valid for Five (5) years from the date of application. This warranty requires annual services and becomes a 2-year Warranty from the date of last consecutive inspection if an inspection is missed.

3.5 Ceramic Pro Bronze

Warranty is valid for Two (2) years from the date of application. This warranty requires annual services and becomes a 1-year Warranty from the date of last consecutive inspection if an inspection is missed.

3.6 Ceramic Pro Sport

Warranty is valid for Six (6) Months from the date of application and does not require any annual service.

3.7 Ceramic Pro PPF & Vinyl Warranty

- 1. Ceramic Pro warranties to enhance the substrate it is applied to and make that substrate hydrophobic and easier to maintain for the length of the warranty on the substrate it is applied to.
- 2. Ceramic Pro warranties to remedy any warranty claim processed through the substrates warranty with a reapplication of the Ceramic Pro product at no cost.

- 3. All Warranties are subject to the warranty of the PPF or Vinyl they are installed on and will not be warranted longer than the length of coverage from the warranty of the substrate, nor for any additional coverage than warranty of the substrate.
- 4. Change of finish (i.e. from gloss to matte) is not warrantied. We highly recommend the use of small samples of each substrate prior to purchasing the Ceramic Coating. A 50/50 sample will let customer decide and accept the finish with coating.

3.8 Ceramic Pro Glass Warranty

Ceramic Pro Glass Warranty is valid for Twelve (12) months from date of application against loss of hydrophobicity and environmental contaminant staining.

3.9 Ceramic Pro Wheel & Caliper Warranty

Ceramic Pro Wheel & Caliper Warranty is valid for Thirty Six (36) Months from the date of application against loss of hydrophobicity and environmental contaminant staining. Surface rust, pitting or discoloration resulting from improper maintenance is not covered by this warranty.

4.0 - CERAMIC PRO TEXTILE AND LEATHER 2-YEAR WARRANTY

4.1 Ceramic Pro Warranty Validity

Warranty is valid for Lifetime of a vehicle from the date of application. This warranty requires annual services and becomes a 7-year Warranty from the date of last consecutive inspection if an inspection is missed.

4.2 Ceramic Pro Textile and Leather Liability Limitations

Ceramic Pro LLC or its agents shall not accept liability for the following:

- 1. Deterioration of factory interior surfaces including but not limited to the carpeting, upholstery, leather, leather-like surfaces, any other interior surfaces or any other treated part of substandard specification, materials or workmanship by vehicle manufacturers, their dealerships, third-party suppliers or modifiers, or professional detailers not authorized by Ceramic Pro;
- 2. Neglect to maintain the vehicle according to the standards and techniques recommended by Ceramic Pro.

- 3. Failure to attend annual service will change this warranty to a 1-year Interior warranty
- 4. Damage to any interior surface prior to Ceramic Pro application;
- 5. Damage caused by rips, tears, shredding;
- 6. Damage caused by alteration or modification of surfaces;
- 7. Damage caused by abrasive compounds and third-party products; and
- 8. Damage caused by manufacturer’s defects.

5.0 - MAKING A CLAIM

The following applies to making a claim for any product defects or failures:

- 1. Ceramic Pro agent must be notified of any failure of product performance within 30 days of occurrence via warranty claim;
- 2. Any application, re-application, repair work or other work carried out on the exterior painted surface must be applied, reapplied or repaired by an authorized Ceramic Pro agent after claim approval from Ceramic Pro;
- 3. Prior to commencement of warranty work or repair, the warranty holder may be required to sign a pre-work liability waiver; and
- 4. Once claim is approved, warranty work must be completed within 30 days of authorization.

Contact your vehicle insurer to ensure that any Ceramic Pro products and services are included in your insurance coverage. If the vehicle sustains damage and reapplication is required, contact Ceramic Pro LLC or your local agent to arrange any additional treatments at cost.

6.0 - WARRANTY LIMITS

In the event of a warranty claim, this warranty is limited to the following maximum amounts at Ceramic Pro LLC’s option:

- 1. Ceramic Pro, LLC or its agents shall arrange the necessary approvals for warranty repairs and coating reapplication to be carried out, or;
- 2. Pay the owner of the nominated vehicle a maximum amount of \$2,000.00 or the cost of coating application (whichever is less) in full and final settlement of the customer’s claim under warranty.

To make a claim, complete the submission form at: <http://www.ceramicpro.com/warranty-support/>

All required fields must be completed for claim to be considered valid. No other forms of claim submission will be accepted.

Warranty terms may be revised from time to time. The most current version is available at: <http://www.ceramicpro.com/warranty/>

Last updated: 9/2025

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Visit our store at: ceramicpro.com/shop

