



SHIFT

PPF SHIFT Color Warranty Instructions

Ceramic Pro® SHIFT Color PPF

Manufacturer Warranty

1.0 - CERAMIC PRO SHIFT COLOR PPF WARRANTY PROGRAM

1.1 Ceramic Pro SHIFT Color PPF Warranty

Ceramic Pro LLC warrants that for 12 years the Ceramic Pro SHIFT Color PPF, installed on clear coated car panels and untreated stainless steel automotive panels, is free of manufacturers defects including cracking, delamination, and factory discoloration prior to install.

The Warranty excludes damage caused by normal wear and tear, misuse, accidents, or misapplication. The Ceramic Pro SHIFT Color PPF Warranty is valid for twelve (12) years from the date of application. If the annual service is not attended, the Warranty will be reduced to 7 years.

- 1. Initial application must be performed by a certified SHIFT Color PPF installer.
- 2. Any application, re-application, repair work or other work carried out on the PPF must be applied, reapplied, or repaired by a certified installer after claim approval from Ceramic Pro LLC.

1.2 Warranty Terms & Conditions

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

- 1. Warranty term begins from the date of application;
- 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 within Ceramic Pro LLC’s recommended guidelines and standards;
- 4. Any application, re-application, repair work or other work carried out on the film 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;
- 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 will void the Warranty.
- 8. Vehicles over three months old are strongly recommended to have a machine polish to be carried out by the approved installer. It is strongly recommended that imperfections such as chips, scuffs, scrapes, etc. be addressed before application to avoid issues such as paint lifting or a visibly uneven surface.
- 9. It is the responsibility of the installer to register the Warranty. If the installer fails to register the Warranty and was active with Ceramic Pro LLC at the time of application, 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 reduce the Warranty to 7 years. Annual services are no longer required after this but are recommended.

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

- Exterior Wash
- Decontamination
- Visual inspection

- Sport coating/booster

2.0 - WARRANTY LIABILITY LIMITS AND INVALIDATIONS

2.1 General Liability Limitations

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

- 1. Workmanship errors and faulty workmanship such as, but not limited to: debris under film, uneven edges, paint cuts, air/moisture pockets beyond normal, lifting not related to manufacturer defect;
- 2. Damage caused by factors other than manufacturing defects while the vehicle is in the customer’s possession, such as UV damage or staining;
- 3. 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;
- 4. Hard water spots, swirl marks, marring, scratches, scuffs, scrapes, chips to the painted surface;
- 5. Pre-existing damage or deterioration;
- 6. Any claim for matters which are covered by vehicle manufacturer’s Warranty;
- 7. Damage caused by manual or automatic wash brushes, abrasive cloths, sponges or materials, lifting from use of pressure washer or high-powered jets of water;
- 8. Untreated areas due to accident damage and/or their subsequent repairs;
- 9. Damage caused by impact with a foreign object (i.e., stone chips); and
- 10. 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 - MAKING A CLAIM

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

1. Ceramic Pro LLC 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 Ceramic Pro SHIFT Color PPF must be applied, reapplied or repaired by an authorized Ceramic Pro agent after claim approval from Ceramic Pro LLC;
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.

4.0 - 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 \$4,000 or the cost of PPF installation (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/>

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