



ULTIMATE ARMOR[®]

Ultimate Armor Warranty Instructions

Ceramic Pro® Ultimate Armor

Manufacturer Warranty

1.0 - CERAMIC PRO ULTIMATE ARMOR WARRANTY PROGRAM

1.1 Ceramic Pro Ultimate Armor Warranty

Ceramic Pro LLC warrants that Ceramic Pro/KAVACA PPF installed on clear coated car panels and untreated stainless steel automotive panels, and Ceramic Pro Coatings installed on clear coated exterior paint is free of manufacturers defects and protection against yellowing from dirt and chemicals, yellowing from UV and at a rate faster than ΔYi 2 per 1000 hours, delamination, staining and warping or any material failure.

The Ultimate Armor+ Warranty is valid for the lifetime of the vehicle from the date of application. This Warranty requires an annual service and becomes a 7-year Warranty from the date of last consecutive service if an annual service is missed.

The Ultimate Armor Warranty is valid for the lifetime of the vehicle from the date of application. This Warranty requires an annual service and becomes a 7-year Warranty from the date of last consecutive service if an annual service is missed. The Armor Warranty is valid for 7 (seven) years from the date of application. This Warranty requires an annual service and becomes a 3-year Warranty from the date of last consecutive service if an annual service is missed.

The Warranty excludes damage caused by normal wear and tear, misuse, accidents, or misapplication.

1. Initial application must be performed by a Ceramic Pro Elite Dealer.
2. Any application, re-application, repair work or other work carried out on the Ceramic Pro/KAVACA Paint Protection Film or Ceramic Pro Coatings must be applied, reapplied, or repaired by an Elite Dealer after claim approval from Ceramic Pro LLC.

1.2 Warranty Terms & Conditions

The following general terms and conditions apply to The Ultimate Armor 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 Ceramic Pro Elite Dealer;
4. Any application, re-application, repair work or other work carried out on the coated surface must be applied, reapplied, or repaired by a Ceramic Pro Elite Dealer 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 Elite Dealer within the required period will change the period of cover on the Warranty transfer to “1 year” from the date of the last service.
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 and was an active Elite Dealer 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 Elite Dealer 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 Section 1 of this Warranty document. Annual services are no longer required after this change, but are recommended.

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, but not limited to, high spots, streaks, debris under film, uneven edges;
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; and/or
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 agents are permitted to install and service exclusive products, such as the Ultimate Armor package. 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-Elite Dealer, 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.

12. A chargeback or refund for the service(s) rendered has been completed.

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/Kavaca Paint Protection Film or exterior painted surface must be applied, reapplied or repaired by an authorized Ceramic Pro LLC 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.

Contact your vehicle insurer to ensure that any Ceramic Pro products and services is 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.

To locate your nearest Elite Dealer, visit elitedealer.com or contact Ceramic Pro LLC.

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 \$1,500 or the cost of coating application (whichever is less) in full and final settlement of the customers claim under Warranty;
3. For paint protection film, pay the owner of the nominated vehicle a maximum amount of \$2,500 or the cost of PPF installation (whichever is less) in full and final settlement of the customers 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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