



LIFETIME GUARANTEE

PURPOSE OF THIS GUARANTEE

You have purchased the GardX treatments in order to maintain the high quality finish of both the external paint and interior cloth and/or leather trim.

This guarantee applies to new and used vehicles for the **lifetime of ownership** from the date of purchase. It is recommended that GardX Conserver is used on a monthly basis to help maintain the showroom condition of your vehicle's paintwork.

WHAT IS COVERED

Paint Sealant

GardX will pay for the re-application of the paint-sealant if your vehicle's paintwork has lost its lustre, resulting from exposure to the sun and weather induced acid rain.

Fabric and / or leather interior

GardX will pay for the cost of trying to clean any damaged area of the fabric or leather trim (seats and carpets only) and for re-application of the treatment.

This applies to both new and used vehicles, provided the latter is no older than 12 years from 1st registration date at application.

(Note: The Interior Guarantee is limited to 3 years for taxis / private hire vehicles)

CONDITIONS OF YOUR GUARANTEE

Your Guarantee does not cover any claim in the event of the following:

General

1. Abuse, misuse or neglect of your vehicle.
2. Stains or fading due to defects in the vehicle manufacturing.
3. An accident or act of vandalism involving the vehicle.
4. Incorrect use or application of cleaning substances or materials.
5. The effects of fire, fire damage, flood, theft or damage caused by soot, passive smoking, vomit, paint, glue and / or any other external cause.
6. Failure to comply with the manufacturer's or dealer's instructions for care of the paint, fabric, carpet or leather.

Exterior

1. Damage to the vehicle caused by missiles such as stones that break through the GardX Protection.
2. Failure to wash off or remove bird droppings or tree sap within a reasonable time - no paint finish, however protected, can withstand the prolonged effects of such corrosive matter. Extra vigilance is advised during the summer months.
3. Paint/lacquer separating, peeling, cracking or flaking.
4. Repainted parts of the damaged vehicle, unless GardX is re-applied by an approved dealer within 30 days.
5. Paint damage due to defective design materials or workmanship in the manufacture of the vehicle.
6. Paint damage to the inside panels and tailgate of a van or truck loading area.
7. While GardX may be applied to alloy wheels and will improve their maintenance and cleanliness, no guarantee applies to the vehicle wheels.
8. Attack from corrosive Industrial fallout.
9. Contamination caused by sun cream.
10. The use of any cleaning materials containing cutting agents such as T-Cut or similar abrasive products, as this will remove the GardX coating.

Interior

- 1) Stains caused by acid, dyes (including food and fabric dyes e.g. denim), bleaches, inks, sun cream, oils and other corrosives.
- 2) Damage caused to the carpet, fabric or leather by sunlight, wind, weather or corrosion.
- 3) Stains or discolouration caused by defects in the manufacture of the product or flaws in the fabric of the product.
- 4) Stains or fading due to modification or alterations of vinyl / leather and / or fabric surfaces.
- 5) Failure to take reasonable precautions to protect the vehicle fabric against stains.
- 6) Torn / worn and cracking leather or fabric seats.
- 7) Damage caused by pets (other than animal fluids or furs).

CLAIMS PROCEDURE

If you wish to make a claim, contact the supplying dealer or the GardX Group Ltd Head Office within 21 days of the problem occurring and they will arrange to assess the claim. Please note: we reserve the right to request that photographic evidence be submitted to GardX Group Ltd. for evaluation. You will be asked for your guarantee number. Please ensure you have complied with the terms and conditions.

ACCIDENT DAMAGE

If your vehicle requires insurance repairs to the bodywork, advise your insurers that you have GardX Protection on your vehicle and they should pay for the re-application of GardX to the repaired panels. The repairer is required to contact GardX Group Ltd. to purchase an Application Kit. This is supplied with a panel repair guarantee document that should be completed by the repairer, one copy retained by the vehicle owner and one copy forwarded to GardX Group Ltd. at the address below.

Failure to have GardX reapplied to the repaired panels could result in your guarantee becoming null and void.

GUARANTEE TRANSFER

You may transfer this guarantee to another person in the event that you sell the vehicle. To do so you must write to GardX Group Ltd. at the address below within 14 days, sending the new details and payment of a £25 registration fee. If the vehicle is being part exchanged / sold to the motor trade then the guarantee is automatically terminated and cannot be transferred.

GARDX REPLACEMENT PRODUCTS

Replacement Wash & Wax, Conserver, Leather Guard and other carefully selected vehicle care products are available from:

Gardx Web shop: www.gardxshop.com
GardX Customer Service: 01243 376 426

CUSTOMER CARE

It is our objective at all times to provide a first class service but there may be times when you feel that this has not been achieved. If you have any cause for complaint you should, in the first instance, contact GardX Group Ltd. at the address below:

CLAIMS HOTLINE: 01243 376 426
Office Hours (Mon – Fri) 09:00 – 17:30

GardX Group Ltd.

Lake House, 2 Port Way, Port Solent, Portsmouth, PO6 4TY.

Telephone: 01243 376 426

Web: www.gardxprotect.com

IMPORTANT - PLEASE READ

Cleaning Advice & Your Guarantee

The customer schedule you received from your dealer assures the owner that the vehicle described therein has been professionally treated with the GardX vehicle protection system. The guarantee applies to new and used vehicles; please refer to the terms & conditions supplied with your customer schedule by the dealer.

WASH & WAX

When washing the vehicle with GardX Wash and Wax or any other quality shampoo please adhere to the following directions. Add the GardX Wash and Wax (or shampoo) to a bucket of warm water. Pre-wet the vehicle thoroughly and apply with a soft sponge, washing away the dirt and grime. Rinse off thoroughly with clean water. Ensure the vehicle is washed regularly and any stubborn marks removed. ***Please ensure bird droppings are removed within a timely manner.***

CONSERVER

Conserver is designed to rejuvenate and maintain in peak condition the protection offered by the GardX system. Wash the car as directed above, rinse only and do not dry. Shake the Conserver bottle well before adding three capfuls to 2 litres of clean water and apply with a clean soft sponge to all the paintwork. Conserver is attracted to the surface of the paint and will begin to bead and shed water. Finish by simply rinsing with clean water and leather off until dry.

FABRIC PROTECTION

GardX Stain Guard once applied needs no additional treatment. If a spill occurs on the upholstery or carpets, absorb with a detergent free cloth immediately. Wring the cloth out frequently in clean warm water.

LEATHER PROTECTION

GardX Leather Guard will ensure your seats are moisturised, supple and protected from stains and spills. If a spill does occur, simply wipe with a damp cloth as soon as possible. To remove surface soil, wipe with warm soapy water.

GLASS GUARD

Clean glass thoroughly. Pour a very small amount of liquid onto a clean dry cloth applying evenly until the windscreen is covered. Leave on for 2 minutes and polish dry. If smears appear sprinkle some water onto the glass and wipe off with a paper wipe. **For glass only, avoid contact with other materials. In case of accidental contact wipe off immediately and wash with detergent and clean water. ONCE OPENED, STORE IN AN UPRIGHT POSITION IN A SAFE WELL-VENTILATED AREA (NOT IN YOUR VEHICLE).**

TYRE GUARD

Please refer to the Tyre Guard label for full directions of use. Please secure the can in a safe position in your vehicle, out of direct sunlight within the luggage compartment area. We do not recommend storing it in the passenger compartment. Please ensure that the can cannot roll around and come into contact with sharp objects that may cause the skin of the can to be dented, damaged or punctured. **After using Tyre Guard please ensure that you alert the tyre repair technician that the tyre contains highly flammable gas. Hand the can to the technician and highlight the safety precautions. Note: Tyre Guard is water-soluble and can be washed from the tyre, if the tyre is safe to repair.**

WE RECOMMEND THAT YOUR CUSTOMER TAKE HOME PACK AND CHEMICALS ARE STORED IN A DRY, WELL-VENTILATED PLACE. WITH THE EXCEPTION OF TYRE GUARD, STORAGE IN YOUR VEHICLE IS NOT RECOMMENDED.

Please note your customer care pack may not contain all of the items listed above.

GardX Group Ltd.

Lake House
2 Port Way
Port Solent
Portsmouth
PO6 4TY

Email: enquiries@gardxprotect.com

Telephone: 01243 376 426

Web: www.gardxprotect.com