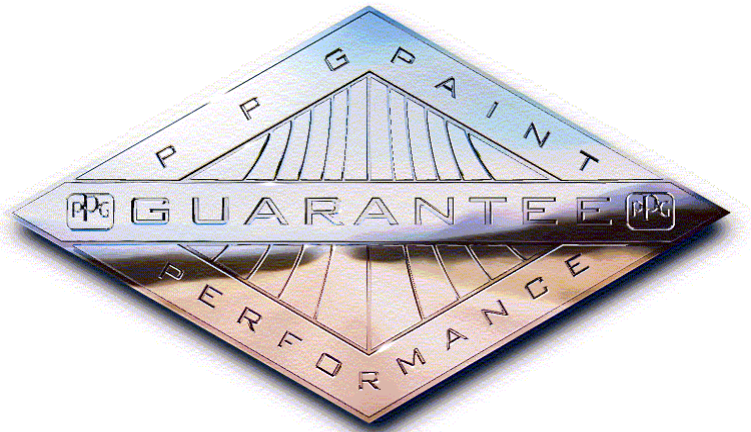


PPG Lifetime Guarantee

Paint Performance Guarantee

In 2000, PPG Industries in New Zealand and Australia rewrote standards for the refinish industry by introducing a lifetime paint performance guarantee with refinishing products that are used by authorised repairers.



"We guarantee that should the finish of your car differ from the original, during your ownership of the vehicle, then the effected area will be resprayed."



How the guarantee works

The guarantee covers premium two pack products, gives you the unequalled confidence of knowing that the refinishing will restore your car to its previous condition. After completion of the work, a guarantee sticker will be placed on the rear view mirror. A card will also be issued which will have the signature and stamp of the approved repairer, this should be placed in the glove box for safe keeping. The card will need to be produced for any guarantee claim. Additionally, you will have the peace of mind in knowing that the repairs are guaranteed to meeting industry standards for as long as you own the car. The written lifetime guarantee offers protection against product deterioration in all situations where correct paint surface maintenance and care have been followed.



What's covered

The guarantee covers the areas of your vehicle refinished with specified PPG products, beginning the day the vehicle is delivered from the authorised shop back to you. It provides full coverage for the repaint against the loss of gloss and change of colour no greater than the original paintwork or deterioration by cracking, hazing, peeling or lifting.



What's not

Guarantee Exclusions

- Hazing, chalking or loss of gloss caused by improper care, abrasive polishes, cleaning agents or heavy duty pressure washing.
- Paint deterioration caused by abuse, accidents or acts of nature.
- Accidents, scratches, chips or panel damage due to normal vehicle use.
- Custom finishes, exotic finishes or any finish other than standard refinish products.
- Finishes on vehicles used for commercial or competitive purposes.
- Failures resulting from product misuse or abuse.
- Repairs carried out over sound baked enamel which exceeds a film build of 100 microns.
- Repairs carried out which have a total paint thickness exceeding 250 microns.
- Claims presented without proper guarantee documentation.
- Failures on finishes containing non-PPG or non-PPG approved products.
- Failures on finishes performed by non-PPG authorised refinish repairers

