

CERAKOTE PROTEAM PRO PAINT 5-YEAR LIMITED WARRANTY

Overview

NIC Industries, Inc. (referred to herein as “Manufacturer”), the manufacturer of CERAKOTE® Professional Ceramic Paint Coating (referred to herein as “Pro Paint”), offers this limited warranty exclusively to professional automotive detailers and wrap installers that have enrolled in and are current members of the Cerakote ProTeam*. This limited warranty covers the performance of the Pro Paint product for a period of five (5) years from the original date of application by the Cerakote ProTeam member on its customer’s vehicle (“the Warranty Period”).

At the time of applying the Pro Paint product on the customer’s vehicle, the Cerakote ProTeam member shall provide the customer with a customer warranty brochure, in the form provided by the Manufacturer and as may be updated by the Manufacturer from time to time (“the Customer Brochure”). The Cerakote ProTeam member shall also notify the Manufacturer and provide Manufacturer with such information about the customer as Manufacturer may request and in the format designated by the Manufacturer so that the Manufacturer will be able to track the warranty in the event of any customer claims or other warranty-related issues.

Except as specifically provided in this warranty, the Cerakote ProTeam member that purchased and applied the Pro Paint product to the customer’s vehicle shall be responsible for performing any and all maintenance requirements, as described below, and for handling any warranty claims in accordance with the “Claim Process” set forth below.

This warranty is non-transferable except in the following events: (i) if the customer sells the vehicle on which the Pro Paint product was applied within the Warranty Period and the new owner elects to continue servicing the vehicle with the Cerakote ProTeam member that originally purchased and applied the ProPaint product on the vehicle; or (ii) if the customer moves to a new location and elects to have the vehicle serviced by a Cerakote ProTeam member in the new location, in which event the Cerakote PreTeam member in the new area shall thereafter be responsible for performing any and all maintenance requirements and for handling any warranty claims.

Pro Paint Application Requirements

In order for this Limited Warranty to be valid, the Pro Paint product must be applied by a current member of the Cerakote ProTeam in accordance with Manufacturer guidelines.

Maintenance Requirements

To maintain warranty eligibility, the vehicle on which the Pro Paint product was applied must undergo routine maintenance not less than every six (6) months, including:

- A full decontamination wash; and
- Application of Cerakote Platinum Rapid Ceramic Paint Sealant in accordance with Manufacturer guidelines.

Proof of all scheduled maintenance services must be documented on the Customer Brochure and retained by both the Cerakote ProTeam member and the customer. Failure to provide documentation of the maintenance requirements may result in denial of warranty claims.

Warranty Coverage

This Limited Warranty covers the loss of hydrophobic properties of the Pro Paint product under normal use and proper maintenance conditions. If a failure of the Pro Paint product is confirmed, Manufacturer will provide replacement product for reapplication, subject to the terms below:

- Warranty coverage is valid for up to five (5) years from the original application date (“the Warranty Period”); and
- Proof of consistent six (6) month maintenance is required for all claims.

Warranty Exclusions (Voids Coverage)

This Limited Warranty will be void and of no further force and effect if any of the following conditions are present:

- Use of automatic car washes, including tunnel or brush style systems, on the vehicle on which the Pro Paint product was applied
- Improper maintenance, misuse, neglect, or damage of the coated surface on the vehicle (by way of example only, damage caused by road debris) on which the Pro Paint product was applied
- Modifications, improper application, handling, or maintenance of the Pro Paint product
- Failure to notify Manufacturer, in writing, of any warranty claim within the Warranty Period

Claim Process

All warranty claims must be submitted through the original Certified ProTeam member that applied the Pro Paint product; provided, however, that if the customer moves to a new location and elects to have the vehicle serviced by a Cerakote ProTeam member in the new location, then the Cerakote ProTeam member in the new area shall be responsible for handling any warranty claims. Claims must include:

- Proof of original application by a ProTeam member
- Documentation of all required maintenance services
- Clear photos or visual evidence of the claimed issue

Manufacturer reserves the right to inspect the vehicle or request additional information from the Cerakote ProTeam member, the customer, or both prior to approving any claim.

Limitations of Liability; Disclaimer

This Limited Warranty is limited solely to the replacement of the Pro Paint product as outlined above. Labor costs, application fees, and any additional services are not covered. Under no circumstances shall Manufacturer be liable for incidental, special, consequential, or punitive damages arising from the use or inability to use any Pro Paint product, regardless of whether Manufacturer has been advised of the possibility of such damages. Other than the Limited Warranty described above, Manufacturer does not make any additional express or limited warranties regarding its Pro Paint products, including but not limited to any warranties of merchantability or fitness for a particular purpose, and all such warranties are expressly disclaimed.

* For purposes of this Limited Warranty, a “current member of the Cerakote ProTeam” is a Certified Cerakote ProTeam applicator that has purchased a Pro Paint product from Manufacturer within the 6-month period prior to applying the Pro Paint product that is the subject of this Limited Warranty.