

## LifeShine Guarantee – Terms and Conditions

**This LifeShine guarantee is valid within the United Kingdom & Ireland once registered with Autoglym, on or after 1 August 2022.**

This guarantee is based strictly on the understanding that all paintwork and interior surfaces comply with the car manufacturer's specifications and standards at the time of Autoglym LifeShine system application.

Vehicles covered under this guarantee are those classified as M1 passenger motor vehicles, namely those designed and constructed for the carriage of passengers and comprising no more than eight seats in addition to the driver's seat. It excludes any vehicle used for commercial purposes.

Application of Autoglym LifeShine must be by an Autoglym-approved LifeShine application specialist.

To ensure your guarantee is valid, it must be registered within 30 days after taking delivery of your vehicle.

This guarantee covers the entire duration of your ownership of the vehicle. This guarantee is only transferable where your vehicle is sold privately within the first 12 months of ownership of your vehicle (from delivery) and an administration fee of £20 is paid to Autoglym. In order for cover to be transferred, you (as the current registered vehicle keeper and LifeShine Guarantee holder) must:

- arrange payment by telephoning Autoglym's customer services on 01462 677 766; and
- provide any such information to Autoglym as Autoglym may reasonably request.

After the first 12 month ownership period, this guarantee is non-transferable.

### **LifeShine Bodywork Carbon Shield (featuring Carbon Shield Technology™)**

#### ***What is covered?***

In the unlikely event that there is a noticeable deterioration in the paint finish of your vehicle during your ownership, Autoglym undertake to re-treat<sup>1</sup> your vehicle free of charge.

Retreatment will take place in the event of:

- General or panel by panel colour fading or noticeable deterioration in the gloss finish of the exterior paintwork, caused by UV rays, fall out, road salt, tree sap<sup>2</sup> or bird droppings<sup>3</sup>.

### **LifeShine Interior Protectant**

#### ***What is covered?***

In the unlikely event that degradation or staining occurs as a result of spillage of drinks or any similar liquid during your ownership, Autoglym undertake to clean and re-treat<sup>1</sup> the soiled area free of charge. Retreatment will take place in the event of:

- Any permanent stains to treated fabric or leather seating as a result of spills from water, coffee, soft drinks, milk or any similar non-corrosive liquids, where the spillage has been removed immediately and the area cleaned with the Autoglym Interior Shampoo provided in the LifeShine aftercare bag.
- This guarantee applies only to original manufacturer's upholstery and carpets and to the areas to which the LifeShine interior treatment is applied, namely seating, carpets and boot area.

## **Exclusions (as appropriate to external / internal application):**

### **What is not covered?**

- Inadequate or poor preparation of the vehicle's surfaces prior to the application of the LifeShine products;
- Defective application of the LifeShine products.
- Neglect or lack of reasonable care and use of cleaning procedures contrary to standards recommended at [www.autoglym.com](http://www.autoglym.com).
- Specific damage caused by use of non-Autoglym products.
- Malicious or accidental damage including fire, floodwater, stone chips and other such material and extreme weather conditions and their secondary effects.
- Damage caused by insect remains.
- Scratching, swirl marks and hazing caused by (but not limited to) handheld wash brushes, automated car washes or contaminated chamois and sponges.
- Any areas repaired or replaced through accident damage and not retreated with LifeShine.
- Damage to surfaces by burning, inks, paints, dyes or other corrosive substances.
- Ripped, torn, scratched or scraped fabric and leather.
- General wear and tear.
- Soft top convertible hoods.
- Matte paint.

Autoglym will not accept liability for defects or deterioration of paintwork and upholstery caused by substandard specification, materials or workmanship by vehicle manufacturers and their approved operator.

### **Vehicle Accident Damage**

In the event of road accident damage subsequent to initial LifeShine application, and in order to maintain the validity of the guarantee, the Autoglym LifeShine protection must be applied to the affected areas by your repair centre who will order a LifeShine Repair Kit direct from Autoglym; your repair centre may charge you for this service. The repair centre will require your 16-digit guarantee number so that we can record details of the repair on your original LifeShine guarantee registration.

### **Professional Advice**

The Autoglym Technical Service Specialists team is available to advise on all matters concerning general car care maintenance or specific technical problems. Please quote 'LifeShine' and the 16 digit guarantee number at the top of the certificate/registration document. Tel: 01462 677766, email: [lifeshine@autoglym.com](mailto:lifeshine@autoglym.com).

### **Making a Claim**

We hope you'll never have to make a claim, but in the unfortunate circumstances that you do, please email the details of your claim, along with relevant photographs, your 16-digit guarantee number and your contact details to [lifeshine@autoglym.com](mailto:lifeshine@autoglym.com) or send by post to Autoglym, Works Road, Letchworth Garden City, Herts SG6 1LU. Alternatively, you can contact us here: [www.lifeshine.com/contact-us.php](http://www.lifeshine.com/contact-us.php). If you have any complaints about the guarantee or service provided by Autoglym, please contact us using the details in this section.

*<sup>1</sup>Autoglym reserve the right to inspect and re-treat a vehicle. Where possible, this will be at a mutually convenient time and place. Any disputes unresolved after initial negotiation may be referred to independent dispute resolution.*

<sup>2</sup>*Tree sap must be washed off within 48 hours, using an Autoglym shampoo or comparable product, otherwise etching or discolouration may occur. Failure to do so will invalidate this guarantee.*

<sup>3</sup>*Bird droppings must be washed off within 48 hours using an Autoglym shampoo or comparable product, otherwise etching or discolouration may occur. Failure to do so will invalidate this guarantee. Please note that no paint finish, however protected, can withstand the prolonged effects of such a corrosive matter. Limited to one claim within the first 12 months of LifeShine guarantee registration.*