



PPG lifetime limited paint performance guarantee

GUARANTEE REGISTRATION

PPG Certified Collision Repair Center _____ Shop I.D. # _____

Address _____ City _____

State (Province) _____ Zip (Postal Code) _____ Country _____

Phone _____

Certified Technician I.D. # _____

Vehicle Owner _____ VIN # _____

Address _____ City _____

State (Province) _____ Zip (Postal Code) _____ Country _____

Repair Order # _____ Date _____



GUARANTEE THIS IS AN IMPORTANT DOCUMENT AND SHOULD BE KEPT WITH YOUR VEHICLE

PPG Industries, Inc. ("PPG") warrants the finish applied to the repaired areas of your vehicle as indicated on the attached repair order against the following defects for as long as you own the car:

- Peeling or delamination of the topcoat and/or other layers of paint
- Loss of gloss caused by cracking, checking or hazing
- Cracking or checking
- Any paint failure caused by defective paint materials manufactured by PPG Automotive Finishes which are covered by this guarantee

EXCLUDED FROM COVERAGE UNDER THIS LIFETIME LIMITED PAINT PERFORMANCE GUARANTEE ARE PAINT FAILURES RESULTING FROM THE FOLLOWING CONDITIONS:

- Paint deterioration caused by bubbles, blisters or other film degradation due to rust or corrosion originating from the substrate
- 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, acid rain, chemical fallout or other acts of nature
- Accidents, scratches, chips, or stone bruises due to normal vehicle use
- Custom or exotic finishes or any finish other than standard refinish procedure
- Finishes on vehicles used for commercial or competitive purposes
- Failure resulting from product misuse or abuse
- Repairs done over previously refinished areas unless stripped to bare metal (Repairs made over OEM refinished areas are covered under this guarantee without requiring the vehicle to be stripped to bare metal)
- Claims presented without proper guarantee documentation
- Failures on finishes containing non-PPG or non-PPG approved products
- Failures on finishes performed by non-PPG Certified Refinish Technicians
- Failures on finishes performed by non-PPG Certified Collision Repair Centers
- Failures on finishes performed by PPG Certified Refinish Technicians who have allowed their certification to expire

In the event you experience a problem with the PPG Automotive Finish on your vehicle, return it to the PPG Certified Collision Repair Center that performed the original repair for inspection and assessment. You may select an alternate PPG Certified Collision Repair Center *only* if you have moved. Only PPG Certified Collision Repair Centers may perform the warranty repair. If the failure is covered under this guarantee, the paint failure will be repaired free of charge for as long as you own the car. In the event that a request for a claim is made with the PPG Certified Collision Repair Center, any settlement request does not give the customer the right to delay or default on any payment due to the PPG Certified Collision Repair Center. Any non-payment or incomplete payment will render this PPG Automotive Refinish Guarantee invalid.

THESE ARE THE ONLY GUARANTEES THAT PPG MAKES, AND ALL OTHER EXPRESSED OR IMPLIED GUARANTEES, INCLUDING WITHOUT LIMITATION, ANY GUARANTEE OF FITNESS FOR A PARTICULAR PURPOSE OR USE, ARE DISCLAIMED BY PPG. THIS PROGRAM CONTAINS THE EXCLUSIVE REMEDIES WITH RESPECT TO ANY FAILURE OF THE PRODUCTS TO CONFORM TO THE GUARANTEES GIVEN ABOVE OR AS TO ANY INJURY OR DAMAGE ARISING FROM ANY NON-CONFORMING PRODUCTS. IN NO EVENT SHALL PPG BE LIABLE UNDER ANY THEORY OF RECOVERY, WHETHER BASED ON NEGLIGENCE OF ANY KIND, STRICT LIABILITY OR TORT, FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGE, IN ANY WAY RELATED TO, ARISING OR RESULTING FROM THE PURCHASE OR USE OF THE PRODUCTS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Any repairs covered by the guarantee must first be approved by the PPG Regional Manager before authorization to begin refinish repair will be issued. PPG Automotive Finishes and its employees will have the right to make the final decision as to the cause of any refinish failure presented for repair under this guarantee. The PPG Automotive Finishes Regional Manager or PPG Automotive Finishes Field Service Representative shall have the final authority to approve or disapprove the final estimate cost.

THIS GUARANTEE IS NOT TRANSFERABLE IN THE EVENT THE VEHICLE IS SOLD OR TRADED TO ANOTHER INDIVIDUAL OR COMPANY

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.