

# MANUFACTURER WARRANTY

## 01. XTREME9H WARRANTY PROGRAM

### 1.1 General Terms & Conditions

The following general terms and conditions apply to any and all Xtreme9H Warranty Program products:

1. Warranty term begins from the date of vehicle pickup
2. This agreement excludes vehicles used for commercial purposes at any time previous to, presently, or during the course of this warranty period;
3. Initial application must be performed by a Certified Xtreme9h Installer.
4. Any application, re-application, repair work or other work carried out on the coated surface must be applied, reapplied, or repaired by a Certified Xtreme9H Installer after claim approval from Xtreme9H;
5. The Xtreme9H agent must be notified of any claim due to failure of product performance within 30 days of occurrence;
6. Vehicles over 3 months old must require a machine polish to be carried out by an approved applicator prior to application, newer vehicles may also require a machine polish if advised by the approved applicator.
7. Vehicle must remain continuously registered within North America for the duration of the warranty; and
8. Warranty is in the name of the vehicle owner and can only be transferred if new owner attends to the annual service. Failure to transfer through an annual service with a Xtreme9H certified installer within the required period will change the period of cover on the warranty transfer to "1 year" from the date of the last service.

## **1.2 General Liability Limitations**

Xtreme9H, LLC or its agents shall not accept liability for the following:

1. Workmanship errors and faulty workmanship such, but not limited to, high spots, streaks, and low spots are not covered.
2. Deterioration of factory-installed equipment or any other treated part of substandard specification, materials or workmanship by vehicle manufacturer, their dealership, third-party supplier or modifier, or professional detailers not authorized by Xtreme9H LLC;
3. Swirl marks, marring, scratches, scuffs, scrapes, chips to the painted surface, hard water spots.
4. Pre-existing damage or deterioration; and/or
5. Any claim for matters which are covered by vehicle manufacturers' warranty.
6. Damage caused by manual or automatic wash brushes, contaminated and/or abrasive cloths and sponges, untreated areas due to accident damage and/or their subsequent repairs, and/or damage caused by impact with a foreign object (i.e., stone chips); and
7. Warranty is valid for factory clear and matte coated systems only and excludes any non-clear-coated finishes.

## **1.3 General Warranty Invalidations**

Xtreme9H warranty for any product will be considered invalid if any of the following general condition occur:

1. Neglect to maintain the vehicle according to the standards and techniques recommended by Xtreme9H;
2. Damage caused by abrasive compounds and polishes and third-party products;
3. Damage resulting from a collision or other vehicle accidents;
4. Damage or structural failure occurs as the result of racing applications or willful abuse;

5. Damage, either accidental or malicious, including but not limited to fire, flood, extreme weather conditions, secondary effects that may result from the foregoing, or any other force majeure;
6. Many areas of the country use road salts and chemicals during the winter months that can cause adverse effects on your vehicle and wheels, it is recommended to clean more frequently during this season. Failure to do so may greatly reduce the life of the product;
7. Failure to repair and re-treat surfaces subject to accident damage in accordance with the warranty;
8. Damage caused by any alteration or modification to the vehicle surfaces;
9. Damage caused by manufacturer's defects;
10. Damage to the vehicle prior to product application; and
11. Failure to adhere to any requirements listed under the terms and conditions of this warranty.

## **02. XTREME9H EXTERIOR PAINT AND SURFACE WARRANTY**

### **2.1 Xtreme9H X1**

Warranty is valid for four (4) years from the date of application for any vehicle. This warranty requires annual inspections and becomes a 1 year Warranty from the date of last inspection if an inspection is missed.

### **2.2 Xtreme9H X2**

Warranty is valid for Lifetime of a vehicle from the date of application for any vehicle. This warranty requires annual inspections and becomes a 5 year Warranty from the date of last inspection if an inspection is missed.

### **2.3 Xtreme9H X3**

Warranty is valid for two (2) years from the date of application for any vehicle. This warranty requires annual inspections and becomes a 1 year Warranty from the date of last inspection if an inspection is missed.

## **2.4 Xtreme9H X1, X2, X3 Combined**

Warranty is valid for Lifetime of a vehicle from the date of application for any vehicle. This warranty requires annual inspections and becomes a 5 year Warranty from the date of last inspection if an inspection is missed.

## **2.5 Xtreme9H Wheel and Caliper**

Warranty is valid for two (2) years from the date of application for any vehicle. This warranty requires annual inspections and becomes a 1 year Warranty from the date of last inspection if an inspection is missed.

## **2.6 Xtreme9H Window**

Warranty is valid for two (2) years from the date of application for any vehicle. This warranty requires annual inspections and becomes a 1 year Warranty from the date of last inspection if an inspection is missed.

## **03. SEMI-ANNUAL INSPECTION**

1. Semi-annual Inspections must be carried out by an approved applicator, within 30 days before the anniversary date of the last service to maintain the warranty.
2. Failure to undertake a semi-annual inspection within the required period will change the period of cover to the minimum number of years stated in each different warranty in part 02. of this warranty document. Semi-Annual inspections are no longer required.
3. A fee determined by the approved applicator will be charged for the Semi-annual Inspection, which includes – Exterior Wash, Decontamination and Inspection and possible reapplication of coating.

## **04. VEHICLE ACCIDENT DAMAGE**

Contact your vehicle insurer to ensure that any Xtreme9H and services are included in your insurance coverage. If the vehicle sustains damage and reapplication is required, contact Xtreme9H, LLC or your local agent to arrange any additional treatments.

## **05. MAKING A CLAIM**

The following applies to making a claim for any product defects or failures:

1. Xtreme9H agent must be notified of any claim due to failure of product performance within 30 days of occurrence;

2. Any application, re-application, repair work or other work carried out on the coated surface must be applied / reapplied or repaired by an authorized Xtreme9H agent after claim approval from Xtreme9H;

## **06. XTREME9H AGENTS/ CERTIFIED XTREME9H INSTALLER**

Xtreme9H Agents / Certified Xtreme9H Installers are selected using strict guidelines and requirements. Only authorized agents are permitted to install and service any Xtreme9H products. To locate your nearest authorized agent, please contact Xtreme9H to be connected to your nearest Certified Xtreme9H Installer:

## **07. WARRANTY LIMITS**

In the event of a warranty claim, this warranty is limited to the following maximum amounts at Xtreme9H LLC's option.

1. Xtreme9H, LLC or its agents shall arrange the necessary approvals for warranty repairs and coating reapplication to be carried out

To make a claim contact Xtreme9H at any of the following or contact your local agent:

Warranty Support:

[www.xtreme9h.com](http://www.xtreme9h.com) Toll Free: (877) 212-8005