



# Detailers lab










WHEN SCIENCE MEETS PASSION












## WARRANTY BOOKLET

## DETAILERS LAB SURFACE PROTECTION GUARANTEED!\*

Detailers Lab High Grade Ceramic surface protection provides a resilient clear barrier to your vehicle's paintwork protecting it against:

-  **OXIDISATION**
-  **ENVIRONMENTAL FALLOUT**
-  **ROAD GRIME**
-  **BIRD DROPPINGS**
-  **BAT EXCREMENT**
-  **ACID RAIN**
-  **BUG/TAR SPLATTER**
-  **TREE SAP**
-  **UV FADING**

## INTERIOR PROTECTION

-  **LEATHER & VINYL PROTECTION**  
**FABRIC PROTECTION**
-  **PREMATURE AGEING/CRACKING**
-  **FOOD & DRINK STAINS**
-  **GREASE & OILS**
-  **HARSH ODOURS**
-  **MAKEUP, SUN-TAN LOTION, & PET STAINS**
-  **RED WINE/ALCOHOL**
-  **SHOE POLISH/INK**
-  **PERSPIRATION**

*\* Warranty Terms & Conditions apply*

## PAINT PROTECTION

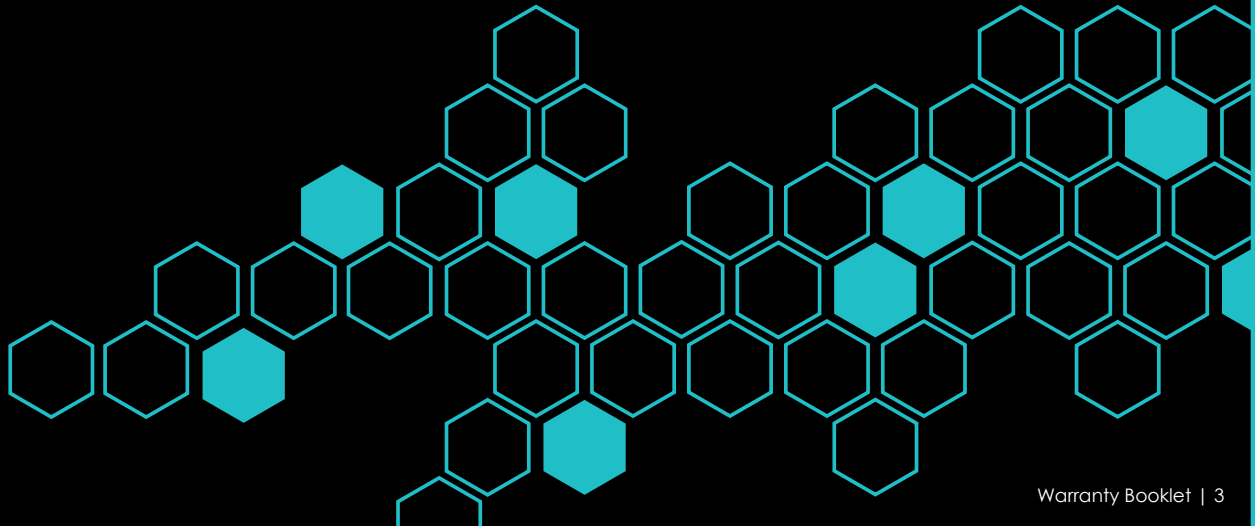
Detailers Lab High Grade Ceramic Surface Protection has been specifically designed to provide lasting protection to the motor vehicle's exterior painted surfaces, against environmental induced discolouration, loss of gloss (oxidation) and fading of the exterior paint finish.

## LEATHER & VINYL PROTECTION

Detailers Lab Leather and Vinyl protection for motor vehicles has been designed to provide leather and vinyl with a long lasting-stain resistant barrier. This barrier helps to protect the surfaces from spillages such as food smears, water, coffee, milk and soda. It also prevents the leather and vinyl from cracking, peeling or fading prematurely.

## FABRIC & CARPET PROTECTION

Detailers Lab Fabric and Carpet Protection for motor vehicles has been designed to provide lasting protection against permanent staining of carpet, fabric and velour, caused by foodstuffs and drinks such as water, coffee, soft drink and milk.



## EXPENSES: WHO PAYS THE EXPENSE OF CLAIMING THE WARRANTY?

The warrantable item will be repaired by Detailers Lab or an authorised repairer. Detailers Lab will cover the cost of the repair whilst you (owner of the vehicle) are responsible for all other expenses of claiming the warranty. For example: transporting the motor vehicle to and from the assessor or repairer.

## YOUR PRIVACY RIGHTS

Detailers Lab maintains a high standard of protection when using personal information for the purpose of warranty registration. We will only divulge information to approved parties if required to ensure assessments and claims are carried out thoroughly. It is very important to ensure your warranty is valid by providing us with complete and accurate information. Your personal information will not be sold to marketing or advertising agencies.

## TRANSFERRING YOUR WARRANTY

1. The new purchaser must contact Detailers Lab by email or phone within 30 days of the purchase date.
2. Provide Detailers Lab with the registration details of the vehicle, the new owners name, mobile phone number and email address.

## REPLACEMENT WARRANTY CERTIFICATE, WARRANTY BOOKLET & FURTHER INFO

If you lose your Detailers Lab warranty certificate, please email us to receive a replacement. You can download a copy of the general Warranty Booklet from our website - [www.detailerslab.com.au](http://www.detailerslab.com.au).

- Pre-existing or prior repairs are not covered under this warranty.
- Defaults within the paintwork from the manufacturer are not warranted.
- Detailers Lab Pty Ltd is a direct wholesaler. They cannot sell Armour Paint Protection or Armour Leather & Vinyl Protection products to the general public.
- State distributors are accepting of all Detailers Lab Pty Ltd product warranties sold in their distribution area.
- Normal wear and tear for interior leather/fabric or exterior painted surfaces is not covered under this warranty.
- Any warrantable damage must be reported to Detailers Lab within 60 days.

### Free & discounted Detailers Lab products for members:

- Detailers Lab members can obtain free chemical cleaning products and discounted cleaning accessories via our online store\* - <http://store.detailerslab.com.au>

At checkout, use your Detailers Lab warranty number as your discount code to apply member discounts to products in your cart.

*\*Postage and handling costs apply.*

**Contact Detailers Lab as soon as an issue occurs. Prolonged damage or neglect may not be covered.**

**Detailers Lab does not warrant against stone chips, scratches, swirl marks, scuffing or abrasions.**

# WARRANTY POLICY

## 1. POLICY

a. This warranty is provided by Detailers Lab Pty Ltd (ABN 17 273 025 656) (Detailers Lab) (we, us, our) to consumers within the meaning of the Australian Consumer Law, who purchase Detailers Lab vehicle protection products (Goods) from an authorised retailer of Detailers Lab.

**1.1** This warranty applies to defects in materials or workmanship of all Goods subject to the conditions outlined below.

## 2. CONSUMER GUARANTEES

**2.1** Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure.

**2.2** The benefits given to you by this warranty are in addition to your other rights and remedies under the Australian Consumer Law and do not limit or replace those rights in any way.

## 3. WARRANTY PERIOD

**3.1** In addition to your rights and remedies under the Australian Consumer Law, Detailers Lab warrants the Goods to be free from defects in material and workmanship for the lifetime of the motor vehicle that the Goods have been applied to (**Motor Vehicle**) provided that the claimant is either the first registered owner of the Motor Vehicle or has had the warranty transferred to their name in accordance with paragraph 3.2 below (**Warranty Period**).

**3.2** This warranty may be transferred to the second registered owner of the Motor Vehicle if the vehicle is less than 12 years old from date of manufacture at the time of transfer. In order for this warranty to remain valid for the second registered owner, the second registered owner must:

- a. contact Detailers Lab by email or phone within 30 days of purchasing the motor vehicle;
- b. provide Detailers Lab with their name, mobile phone number and email address;
- c. provide Detailers Lab with the registration details of the vehicle and a photo of the original warranty card to show proof of the application of the Goods to the Motor Vehicle.

## 4. COVERAGE

- 4.1** In order to be eligible for a repair or replacement under this warranty, the defective Goods must be:
- used as intended and in accordance with the manufacturer's instructions;
  - free of any modifications or alterations;
  - not used once a defect became known;
- 4.2** To the full extent permitted by law, this warranty will not apply or extend to:
- products purchased from anywhere other than from a retailer authorised to supply the Goods in Australia;
  - damage or defects caused by:
    - improper application, maintenance or use (including use of the product beyond its recommended or intended use);
    - neglect or failure to take reasonable care;
    - tampering, unauthorised repairs or modifications;
    - defects in the material, workmanship or design of the Motor Vehicle;
    - accidents, collisions, fire or weather events;
    - burns, solvents, harsh detergents, bleaches, dyes, acids or other corrosive substances;
    - surface rust or rail dust; or
    - stone chips, scratches or swirl marks;

- fair wear and tear and ageing that occurs as part of normal operation and use of the Motor Vehicle, such as leather creases (as these occur naturally in leather seats over time).
- parts of the Motor Vehicle that are subject to repeated loading or impact, such as utility trays and beds, other load areas, the exhaust or headlining.

## 5. HOW TO MAKE A CLAIM

- 5.1** To make a claim under this warranty, you must contact us by phone or email as soon as the relevant defect has been identified.
- 5.2** After making a preliminary assessment of the eligibility of your claim, we will then make an appointment to inspect the Motor Vehicle and conduct an assessment of whether the relevant defect is covered by this warranty. We will provide you with a written report to confirm the outcome of the assessment.
- 5.3** You must provide your photo identification and registration papers or other proof of ownership at the time of your appointment and ensure that the Motor Vehicle is sufficiently clean to enable the inspection.

## 6. YOUR ENTITLEMENTS UNDER THIS WARRANTY

- 6.1** If we determine that the relevant defect is covered under this warranty, we will, at our election:
- a. arrange for the repair or replacement of any parts of the Motor Vehicle damaged by the defective Goods; or
  - b. arrange for the re-application of the defective Goods.
- 6.2** Detailers Lab will bear the cost of the repair, replacement or re-application as applicable. You will bear all other expenses involved with claiming under the warranty, including making the Motor Vehicle that the defective Goods have been applied to accessible for inspection and repair.

## 7. CONTACT DETAILS OF WARRANTY PROVIDER:

**Name:** Detailers Lab Pty Ltd

**Address:** PO Box 125, Port Melbourne, VIC 3207

**Phone:** 1300 661 079

**Email:** [info@detailerslab.com.au](mailto:info@detailerslab.com.au)



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