

THE LIFETIME LIMITED PAINT  
PERFORMANCE GUARANTEE

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LOOKS GREAT.  
LASTS A LIFETIME.  
GUARANTEED.



# A SIGNIFICANT BENEFIT FOR OWNERS AND PARTICIPATING COLLISION REPAIR CENTERS.

## **LOOKS GREAT. LASTS A LIFETIME. GUARANTEED.**

That's the promise your shop can offer to your customers with confidence, by participating in the Lifetime Limited Paint Performance Guarantee program from PPG.\* Not only does this comprehensive program offer peace-of-mind protection for the vehicle owner, it inherently provides an excellent, image-enhancing marketing opportunity for your business.

In a nutshell, the Lifetime Limited Paint Performance Guarantee assures customers that all refinish products used to repair their vehicles are of the latest state-of-the-art technology and will perform to optimum standards for as long as the consumer owns the vehicle. It's as simple as that.

It's a guarantee we are proud to provide. After all, the world's best paint systems can easily live up to a demanding lifetime guarantee.

*\*Further reference to "PPG" refers to PPG and Nexa Autocolor™*

# THE WORLD'S BEST PAINT SYSTEMS BACKED BY LIFETIME COVERAGE.

THE LIFETIME LIMITED PAINT PERFORMANCE GUARANTEE

## GUARANTEE COVERAGE

The Lifetime Limited Paint Performance Guarantee covers the areas of the vehicle refinished with specified PPG products for as long as the consumer owns the car. The refinished areas are covered for the following paint failures:

- Peeling or delamination of the topcoat and/or other layers of paint
- Cracking, chalking or checking
- Loss of gloss caused by cracking, chalking, checking or hazing
- Any paint failure attributed to defective PPG automotive products which are covered by this guarantee

## EXCLUSIONS

- 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, stone chipping, any road hazard, or other acts of nature

- Accidents, scratches or chips (including stone chips), due to normal vehicle use
- Custom finishes, exotic finishes, or any finish other than approved refinish systems
- Finishes on vehicle used for commercial or competitive purposes
- Failures on finishes containing non-PPG or non-PPG-approved products
- Failure resulting from product misuse or abuse
- Repairs done over previously refinished areas unless stripped to bare metal or other original substrate (Repairs made over OEM refinished areas are covered under this guarantee, without requiring the vehicle to be stripped to bare metal or original substrate)
- Failures on clearcoat finishes where they exhibit less than 2 mils of dry film thickness
- Failures on finishes performed by non-PPG-certified refinish technicians or non-PPG-certified collision repair centers
- Failures on finishes performed by PPG-certified refinishers who have allowed their certification to expire
- Claims presented without proper guarantee documentation
- Failure on finishes where any type of color or clear blend stops before the end of a full panel and leaves an unprotected tapered color or clearcoat edge. In the case of a clearcoated color, it would be acceptable to blend the color before the end of the panel, but the clearcoat must fully cover the blend edge and extend to the end of the panel.

These are the only guarantees that PPG makes, and all other expressed or implied warranties, including without limitation, any warranty of fitness for a particular purpose or use, are disclaimed by PPG.

## COLLISION REPAIR CENTER QUALIFICATION

Any collision center is eligible for participation in the Lifetime Limited Paint Performance Guarantee program upon inspection and approval by the local PPG Territory Manager assisted by the supplying distributor.

The collision center must have a reputation for performing quality refinish repairs in a professional manner. The collision center must properly maintain all equipment including spray facilities, air filtration devices, compressors, application equipment and all respiratory devices in good, clean, safe operating conditions.

The collision repair center management agrees to employ at least one PPG Certified Refinish Technician to repair those vehicles covered by this guarantee at all times. In the event that the PPG Certified Refinish Technician leaves the collision repair center, the collision center must contact the supplying distributor immediately. The distributor must contact PPG to arrange training for the new refinish technician.

Guarantee certificates will only be issued when products included in the specified list are used in a safe manner and in accordance with accepted application procedures as outlined in the PPG Certification Manual. The PPG Certified Collision Repair Center must prominently display all literature, brochures and identification criteria related to the Lifetime Limited Paint Performance Guarantee program.

The collision repair center management agrees to work through the supplying distributor in determining if refinish repair claims are covered under this guarantee. PPG reserves the right to revise application procedures or

recommendations pertaining to this guarantee program. Approved refinish systems can be found at [www.ppgrefinish.com/guarantee](http://www.ppgrefinish.com/guarantee).

This agreement may be revoked by either party at any time by means of a written notice either hand delivered or sent by certified mail. All previously specified guarantee commitments will continue to be honored.

## REFINISH TECHNICIAN CERTIFICATION

Certification of the refinish technician is an integral part of the Lifetime Limited Paint Performance Guarantee program. Proper training in the use of Global Refinish System®, Deltron®, Envirobase® High Performance, Nexa Autocolor™ 2K and Aquabase® Plus refinish systems and specific related products ensures constant job quality and enables PPG to support each qualifying paint repair with a Lifetime Limited Paint Performance Guarantee to the car owner.

PPG certification requires that the refinish technician attend a certified training course specifically tailored to the refinish systems covered by this guarantee. These certified training sessions must include a minimum of eight hours of classroom and hands-on training. Please note that the technician's certification expires every two years.

Certification programs are held regularly at PPG Business Development Centers across the country. Refinish technicians previously attending PPG training programs may be eligible for certification upon completion of a product update program.

Should the technician change place of employment, their certification is TRANSFERABLE to any other PPG Certified Collision Repair Center.



**CONDITIONS**

Upon completion of the job, the certified collision repair center will retain the original repair order and give a copy of the repair order to the vehicle owner.

In the event of a claim, the collision center must contact the PPG Territory Manager. The collision center must have the original repair order and receive approval from the PPG Territory Manager before a re-repair is done. The PPG Territory Manager must pre-approve the repair price before it is made.

After the repair is made a copy of the original and the new repair orders, plus the rental agreement (if applicable), go to the supplying distributor. The distributor in turn presents all requests for credit to the PPG Territory Manager.

Request for claims covered by this guarantee do not under any circumstance give the certified collision repair center the right to delay or withhold payment to the supplying distributor. In this event, the certificate of guarantee is not valid.

Although the customer is required to return the vehicle to the shop that did the initial repairs, the customer may select another PPG Certified Collision Repair Center only in the event they have moved from the city where the original repairs were completed. Operators of the PPG Certified Collision Repair Centers agree to contact the local supplying distributor in this situation.

This guarantee is not transferable in the event the vehicle is sold or traded to another individual or company.

**REMEDY FOR DEFECTS**

PPG Automotive Refinish will compensate the supplying distributor for 100% of the repair costs for defects covered by this guarantee. The distributor will in turn compensate the certified collision repair center. Those repairs will continue to be covered for as long as the consumer owns the car.

- The certified collision repair center will be reimbursed for all materials required to complete the repair.
- The certified collision repair center will be reimbursed for labor by using standard current area refinish estimating procedures and the shop's best labor rate.
- While defects covered by this guarantee are being repaired, the vehicle owner can be furnished with a rental car if they request one. The certified collision repair center can provide one and will be reimbursed at the maximum rate of \$30.00 per day, not to exceed five days. A receipt from the rental company must be attached to the estimate. The charge for the rental car must be included in the repair estimates.
- All reimbursements will be compensated in the form of a credit at the supplying distributor's current refinisher price. PPG will issue the credit to the supplying distributor, to be used against future purchases of PPG materials that are specified in this guarantee.

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 nonconforming 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.

**EVERYTHING YOU NEED TO PROMOTE THE GUARANTEE TO YOUR CUSTOMERS.**

**CONSUMER PROMOTIONAL MATERIALS**

As a certified collision repair center participating in our guarantee program, your business can make use of a variety of materials to promote the guarantee to customers and prospects. Many can be customized with your shop location and information.

**CONSUMER PAMPHLET WITH DISPLAY HOLDER**

This customizable pamphlet promotes the benefits of the guarantee to your prospects as further indication of your shop's quality assurance. The brochure is also available with a counter display easel.

**GUARANTEE POSTERS**

A selection of eye-catching posters are available for display in your lobby to promote the guarantee to customers and prospects. Posters are available in horizontal and vertical formats.

**GUARANTEE THANK YOU FOLDER**

This folder is provided to the customer upon completion of the repair. Use it to present your final paperwork in a professional manner. It's designed to be stored in the vehicle's glove box should it ever be needed for reference. A guarantee customer registration form is also available.

**MIRROR HANGER**

This customizable hang tag for the rearview mirror reinforces your promise of the Lifetime Limited Paint Performance Guarantee and provides the customer with simple tips on how to care for the vehicle's finish and keep it looking good.

