



AUTOYOU
ESSENTIAL VEHICLE PROTECTION

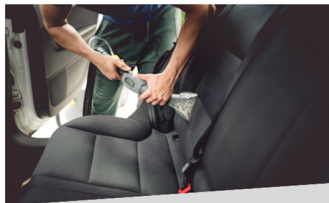


WARRANTY

AutoYou Surface Protection Guaranteed!

AutoYou Armour 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

AutoYou Armour Ceramic Surface Protection has been specifically designed to provide asting 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

AutoYou 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

AutoYou 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, soda and milk.

AutoYou Essential Vehicle Protection

AutoYou products are manufactured to the highest possible standards and have been tested rigorously to ensure your vehicle receives the best protection available.

AutoYou guarantee it!

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a re-application of products due to failure or application fault. 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.

The benefits to the Consumer given by this warranty against defects are in addition to other rights and remedies of the Consumer under a law in relation to the goods and services to which the warranty relates.



Who Provides The Warranty?

AutoYou Pty Ltd
 ACN 158273388
 PO Box 125, PORT MELBOURNE,
 Victoria 3207
 Ph: 1300 826 801
 E: enquiries@autoyou.com.au
 W: www.autoyou.com.au



Who receives the benefit of the warranty?

AutoYou Armour 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.

Eligibility: What do You need to do to be entitled to claim on the warranty?

1. The Motor Vehicle must be
 - (a) a passenger vehicle (less than 5,000 GVM): and
 - (b) less than twelve years old from the vehicle build date at the Date of Purchase of the goods.
2. You must maintain the Motor Vehicle, in particular You must take reasonable care to wash and clean the Motor Vehicle promptly if the Motor Vehicle (including the interior) is exposed to contaminants or 'spills' such as petrol, food and drink stuffs, animal droppings, environmental fallout and tree sap.
3. In order to be eligible to claim on this warranty, You must hand wash the Motor Vehicle fortnightly (including cleaning the interior.) We recommend that the exterior be washed with AutoYou Car Shampoo. If you do choose to wash your vehicle in an automatic or mechanical car wash, or you use a 'diy' soap brush and pressure wash.

You may subject your vehicles paint to harsh decreases, fine scratches and swirl marks/etching, or window glass contamination. These items are not covered by the AutoYou warranty.

4. If AutoYou Pty Ltd or their nominee deems that You have been negligent, careless, indifferent or have failed to maintain the Motor Vehicle in accordance with usual practice, AutoYou Pty Ltd may in its absolute discretion
 - (a) Void this warranty; or
 - (b) Offer You a modified warranty on terms to be agreed on a case by case basis.

What is the period of the warranty?

1. If You are the first registered owner of the Motor Vehicle then the warranty enures for the lifetime of the vehicle whilst you are the registered owner.
2. A lifetime transferable warranty is valid for the second owner if the vehicle is less than 12 years old prior to purchase.
Transfer of ownership Conditions apply*

Coverage: What does the warranty cover?

1. The warranty covers –

- (a) damage caused directly by the application of the goods to the Motor Vehicle; and
- (b) defects in the performance of goods once the goods are applied to the Motor Vehicle.

2. The warranty does not cover any damage to the Motor Vehicle or defects in the performance of the goods where

- (a) The damage/defect is caused by –
 - (i) Defects in the material, workmanship or design of the Motor Vehicle;
 - (ii) Burns, solvents, harsh detergents, bleaches, dyes, acids or similar substances;
 - (iii) Pre-existing damage;
 - (iv) Surface rust or rail dust;
 - (v) Stones, rocks or similar; stone chip clear coat failure “flaring”
 - (vi) Accident or collision; Manufacturer Defects, Clear Coat Failure
 - (vii) Normal wear and tear; or Prior damage to the vehicle/prior repairs to the vehicle’s paintwork

(viii) If a treated vehicle has an accident and AutoYou is re-applied a new warranty form must be submitted to AutoYou. If a vehicle is resprayed anywhere, the whole car needs to be treated again to ensure the warranty is valid.

(ix) Swirl marks are not covered under this warranty, as surface protection should only be placed over a surface free of imperfections. AutoYou surface protection is a non-invasive paint coverage system and cannot cause swirl marks on painted surfaces.

(x) Leather creases are not covered as they occur naturally within the leather seats over time.

(b) The damage/defect is of the type ordinarily covered under other warranties including Dealer (Retailer) Warranties and Manufacturer Warranties; or

(c) Damage located on any part of the following –

- (i) a utility truck bed area;
- (ii) a load area of a commercial vehicle;
- (iii) the exhaust; or
- (iv) headlinings.

Claims: How do you make a claim under the warranty?

1. You must contact AutoYou Pty Ltd by phone or email as soon as the damage/defect has been identified.
2. Autoyou Pty Ltd will –
 - (a) make a preliminary assessment whether You are eligible to make a claim under this warranty; and
 - (b) make an appointment for You to have the Motor Vehicle assessed by a person authorised by AutoYou Pty Ltd ('The Assessor').
3. The Assessor will –
 - (a) Check Your photo identification and registration papers or other proof of ownership;
 - (b) Assess the Motor Vehicle;
 - (c) Determine whether You are eligible to make a claim; and
 - (d) Provide You and AutoYou Pty Ltd with a Report confirming the results of the assessment. The assessor may in its unfettered discretion refuse to inspect a Motor Vehicle that is not sufficiently clean to enable the inspection.
4. If the Report determines You are eligible to make a claim and that the damage/defect is of a type covered by this warranty, AutoYou Pty Ltd will –
 - (a) In the case of damage to the Motor Vehicle–
 - (i) repair or replace the part/s effected at the discretion of AutoYou Pty Ltd (Autoyou Pty Ltd has sole discretion as to choice of repairer); and

(ii) arrange for an authorised person to reapply the AutoYou Protection Package to the effected parts of the Motor Vehicle (eg Paint, Fabric & Carpet or Leather/Vinyl). AutoYou will not refund the purchased price of the treatment or treatments as they are the wholesaler. AutoYou will re-apply products free of charge if they have been deemed to be faulty.

(b) If there is a defect in the performance of the goods, AutoYou Pty Ltd will arrange for an authorised person to reapply the AutoYou Protection Package to the effected area of the Motor Vehicle. (eg Paint, Fabric & Carpet, Leather & Vinyl).

5. This warranty does not provide any compensation for consequential loss caused to You as a result of the defect/damage.

6. If at any time you require assistance with understanding the products that have been applied to your vehicle AutoYou is happy to assist you.

If you require any assistance please contact AutoYou on the following number 1300 826 801

Expenses: Who pays the expense of claiming the warranty?

The warrantable item will be fixed by AutoYou or an authorised repairer. AutoYou 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

AutoYou 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.

Replacement warranty booklet & further information

If you lose or misplace your AutoYou warranty booklet, a new booklet can be issued to you once security checks have been made to ensure your warranty has in fact been registered. A fee will be charged for this service.

- Pre-existing or prior repairs are not covered under this warranty
- Defaults within the paintwork from the manufacturer are not warranted

- AutoYou Pty Ltd is a direct wholesaler. They can not sell product to the general public
- State distributors are accepting of all AutoYou 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
- AutoYou car shampoo is free only from the dealership the vehicle was purchased from, and if they are an authorised AutoYou Free For Life Dealer.
- AutoYou has no responsibility of providing products free directly to the customer if they move away from their dealership of purchase, or if they were promised by a sales person.
- Any warrantable damage must be reported to AutoYou within 60 days.

Transferring your warranty


1. The new purchaser must contact AutoYou by email or phone within 30 days of the purchase date.
2. Provide AutoYou with the registration details of the vehicle, the new owners name, mobile phone number and email address.
3. A photo of the original warranty card to show proof of the initial treatment.


AutoYou warranty transfer became valid from 01.03.2019.


Contact AutoYou as soon as an issue occurs. Prolonged damage or neglect may not be covered.

AutoYou does not warrant against stone chips, scratches, swirl marks, scuffing or abrasions.








AUTOYOU RECOMMENDS

 Avoid using harsh brushes (for example car wash brushes) as these leave swirl/scratch marks and can permanently damage your paintwork.

 We highly recommend not to take your car through a laser wash or touch free car wash as they use harsh detergents to clean your paintwork. These degreasers & harsh detergents, if sprayed onto your vehicle, can cause serious damage – including unsightly etching marks on your windows and exterior plastics.

 AutoYou exterior protection warrants painted metal surfaces that have been through a laser wash system. We simply caution you not to, in order to prevent damage to other surfaces of your vehicle.

AutoYou exterior protection warrants painted metal surfaces that have been through a laser wash system. We simply caution you not to, in order to prevent damage to other surfaces of your vehicle.

-  Always chamois your vehicle for an even better finish.
-  Clean interior surfaces with a clean damp microfibre cloth.
-  Wash off any bird droppings/bat droppings or tree sap quickly.
-  Wash your vehicle with AutoYou shampoo or high-quality car wash.
-  Use soft, clean mitts when washing your car by hand
-  Clean interior surfaces with a clean damp microfibre cloth.
-  Let your insurance company know you have AutoYou protection on your vehicle



WWW.AUTOYOU.COM.AU

CONTACT

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enquiries@autoyou.com.au

PO Box 125, Port Melbourne VIC 3207

Underwritten by one of Australia's largest insurers

Lifetime National Warranty

Australian Owned & Operated

Superior products designed by experts with years of automotive protection experience