

Paint and Fabric Protector Guarantee Terms & Conditions

Supremecoat interior and exterior protection treatment comes with our Lifetime guarantee (10 years on new vehicles & 7 years on used vehicles) when professionally applied by an authorised supplier and applied in strict accordance with Supremecoat application guidelines.

Supremecoat Exterior Paint Protector

Supremecoat paint protection provides cover against fading, oxidisation and loss of gloss to the exterior painted surfaces of the vehicle. If within the guarantee period should fading, oxidisation or loss of gloss occur to the exterior paintwork, Supreme Protective Coatings Ltd will arrange for the affected area to be professionally rectified and retreated.

Bird Lime

Supremecoat gives initial protection against the damaging effects of bird lime on treated exterior vehicle paintwork. In the event of bird lime deposits on the exterior paintwork, Supremecoat bird lime remover should be applied to the affected area immediately.

Paint Surface Maintenance

After the Supremecoat treatment has been applied, please allow a 7-day cure time to enable the ceramic coating to fully bond to the exterior vehicle paint surface. Within the cure time, do not use any cleaning shampoos or traffic film removers to wash the vehicle, however, water can be used within the cure period. The exterior paint surfaces will not require polishing, a simple wash or jet wash is all that is needed to clean the car and restore the glossy shine. Traffic film removers can be used to pre-clean the paint surfaces and will not invalidate the guarantee. For any stubborn marks, such as tar or tree sap, a non-abrasive paint surface cleaner should be used, this will not harm your ceramic surface. Abrasive or acid products must not be used as they will invalidate the guarantee.

Exterior Exclusions

1. Any exterior painted surfaces which become damaged by road traffic accidents, vandalism, road stones, kerb damage, fire, rust corrosion from the inside out, or rust caused by surface damage. Scratches and general wear and tear are also excluded.
2. Any exterior painted surfaces which have been altered, modified or repainted after the application of the exterior paint sealant. This exclusion includes unsound, contaminated or faulty paintwork.
3. Any exterior painted surface becomes damaged by the use of abrasive polishes, acid wheel cleaners, strong non-diluted TFRs or cutting agents by the owner after the application of the exterior paint sealant.
4. Acid rain, bird lime, tree sap or oxidisation and uncorrected damage prior to the application of the paint sealant.

Supremecoat Interior Fabric Protector

Supremecoat interior fabric protector provides protection against permanent staining from accidental spillages from liquid spills, dirt, grease, oil and grime. If within the guarantee period staining has occurred and is still visible after cleaning the affected area in accordance with Supremecoat's aftercare guidelines, Supreme Protective Coatings Ltd must be notified by the policyholder within 7 days and arrangements will be made for the affected area to be inspected and upon approval, cleaned and retreated.

Fabric Maintenance

After the Supremecoat interior treatment has been applied, please allow a 24 hour cure time to enable the fabric to be totally protected against permanent staining. If an accidental spillage occurs, the spillage should be soaked up by dabbing the affected area with a clean dry cloth, for more stubborn marks use a warm damp cloth to remove the mark. Rubbing the affected area should be avoided as this can spread the spillage. The use of non-recommended products may invalidate this guarantee.

Interior Exclusions

1. Damage caused by defect in the vehicles manufacturing material or imperfections causing staining or fading.
2. Damage caused due to vandalism or misuse by the vehicle owner.
3. Staining or fading caused by corrosive materials, bleaches, acid and dyes.
4. Damage to any surfaces not treated or treatable with Supremecoat.
5. Damage caused by alterations or modifications to the vehicle's interior.
6. Any pre-existing damage or stains to the vehicle's interior prior to the application of the interior treatment

Claims Procedure

In the event of any exterior paint surface fading, oxidation or interior staining is noticed which falls within the terms of this guarantee, in the first instance the policyholder must notify the dealership from where the product was purchased and applied. The dealership will then make immediate arrangements in conjunction with Supreme Protective Coatings Ltd and the policyholder, to inspect the vehicle at the first mutually convenient opportunity.

Damage to vehicle

In the event, the vehicle is involved in a road traffic accident or receives paint damage and is subsequently professionally repaired by an approved body shop. The affected painted panels will need either a partial or complete re-application of Supremecoat paint protection, this must be carried out by an authorised body shop or supplier. The re-application treatment will be charged at the current pro-rata rates. If claiming through an insurance company, the consumer will claim this cost directly from their insurers.