HONDA GENUINE CAR CARE
INTERIOR TREATMENT
FABRIC, LEATHER, PLASTIC & VINYL

THIS WARRANTY IS PROVIDED BY:
Protection Brands Pty Ltd
Head Office Address: Level 9, 3 Nexus Court, Mulgrave, VIC 3170
Phone: 1800 413 222
Email: auto.warranty@protectionbrands.com.au
Warranty Claim Portal:
https://spark.permagard.com.au/warrantyclaim/

Subject to the terms, conditions and exclusions detailed in this warranty, Protection Brands warrants that this product will prevent permanent staining of the treated surface from make-up, sunscreen, water, coffee, soda, milk or other commonly consumed food & liquids and prevent discolouration of the treated surface caused by the harmful effects of ultraviolet light for the warranty period.

Where a valid warranty claim is made, Protection Brands will do one or more of the following: clean or repair (at its option) the faulty area and re-apply the product to that area, or at its option, pay compensation.

WARRANTY PERIOD

If at the time of purchasing this product your vehicle is new or it has been more than 60 months from the build date of the vehicle, the product is covered by this warranty for the lifetime of the vehicle.

If at the time of purchasing this product your vehicle is a used vehicle between 60 months and 120 months from the build date of the vehicle, the product is covered by this warranty until the vehicle reaches 120 months from the build date. Used vehicles may be subject to an inspection by a Protection Brands representative prior to product application.

For the avoidance of doubt, the 10-year pro rata warranty period for vehicles over 5 years of age, is based on the following calculation:

AGE OF VEHICLE		WARRANTY PERIOD	
Months	**Years**	**Months**	**Years**
60	5	60	5
72	6	48	4
84	7	36	3
96	8	24	2
108	9	12	1

GENERAL PRODUCT APPLICATION NOTE

Product is applied to all Fabrics, Leathers, Plastics & Vinyl's with the exclusion of the roof lining, steering wheels, foot pedals, shifters, switches and leavers ie cruise control stalks and blinker stalks.

WARRANTY EXCLUSIONS

This warranty does not cover:

1. discolouration or any staining of materials which have been ripped, torn, or subjected to vandalism, accident, alteration or burning;
2. any staining or discolouration caused by products containing caustic or corrosive material, acids, clothing dye transfer, inks, bleaches, gum, paint;
3. any discolouration or staining arising from general wear and tear;
4. marks, stains or discolouration existing prior to the application of the product noted by the applicator in a condition report;
5. damage covered under the vehicle manufacturer's warranty;
6. manufacturer's imperfections in the fabric/carpet, vinyl and/or leather;
7. treated areas which have been altered, removed or overcoated with a different product;
8. any damage to the fabric/ carpet, vinyl and/or leather of the vehicle caused by steam cleaning, cleaning the surface with a coloured cloth or any agent that is not pH neutral;
9. treated surfaces that have been repaired or replaced and which have not had the product re-applied;
10. any discolouration or staining caused as a result of failing to reasonably maintain due care to the treated surface including not following the care instructions.

TERMS AND CONDITIONS

1. Any claim under this warranty must be lodged with Protection Brands, in accordance with the claim procedure set out below, within 30 days of the fault/damage appearing.
2. If the treated surface is repaired or replaced, the Protection Brands product must be re-applied to those areas. Please call 1800 413 222 to discuss any reapplication queries or to arrange reapplication. You must bear the cost of reapplication.

WARRANTY TRANSFER

This warranty is transferable where:

1. a transfer request is received by Protection Brands from the original purchaser of this product or the purchaser of the vehicle within 30 days of vehicle ownership change (proof of ownership change must be provided); and
2. a vehicle inspection is carried out by a Protection Brands technician, at a Protection Brands approved centre, with no issues identified; and
3. an administration and inspection fee of $120+GST is paid to Protection Brands prior to the vehicle being presented to the Protection Brands approved centre.

Protection Brands Pty Limited
ACN: 160 443 498
Level 9, 3 Nexus Court
Mulgrave, VIC 3170
Phone: 1800 413 222

- To make a warranty claim or to request a reapplication, Visit https://spark.permagard.com.au/warrantyclaim/.
- All cleaning & maintenance products listed are available for purchase from your supplying dealer & or at www.shopprotectionbrands.com.au

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WARRANTY VOID

This warranty will be void and you will not be able to make a claim if:

1. You fail to comply with this warranty.

2. Registration of the vehicle is transferred into any name other than the original purchaser stated in the Treatment Warranty Form and a warranty transfer request has not been approved in accordance with the transfer procedure set out above.

MAKING A WARRANTY CLAIM - WHAT TO DO

To make a warranty claim you must follow the procedure outlined below:

1. Visit https://spark.permagard.com.au/warrantyclaim/ and follow the prompts to enter the following details. If you do have internet access, please call 1800 413 222:

    a) Enter your name, address, phone number/s, email, your vehicle make, model, registration number, VIN number, the name of the supplying dealer, the products you purchased, additional details and/or comments surrounding your warranty claim

    b) Upload your Warranty Treatment Form as well as photos of the damage or area of concern.

2. Upon receipt of a completed and valid warranty claim form, Protection Brands will then provide you with a Claim Reference Number and arrange for an assessor to inspect the vehicle during normal business hours at a location nominated by Protection Brands.

NOTE: Your Warranty Treatment Form including this warranty and proof of purchase must be presented to the assessor at the time of assessment.

3. Following the vehicle assessment and subject to it being a valid warranty claim, Protection Brands will arrange a mutually convenient time at a location nominated by Protection Brands to rectify the fault or damage.

4. You must bear the cost of claiming this warranty including the cost of delivery and collection of the vehicle to and from the nominated location.

REAPPLICATIONS - WHAT TO DO

In the event of an interior panel or surface repair, reline, or replacement, you must contact Protection Brands in order to have the products reapplied to the repaired, relined or replaced panel.

To request a reapplication quotation and booking, you must follow the procedure outlined below:

1. Visit https://spark.permagard.com.au/warrantyclaim/ and follow the prompts to enter the following details. If you do have internet access, please call 1800 413 222:

    a) Enter your name, address, phone number/s, email, your vehicle make, model, registration number, VIN number and detail the products you purchased

In the comments section please include:

- Who your Insurance company is *(if applicable)*
- What the Insurance Claim Number is *(if applicable)*
- Which panels need reapplication
- How many panels need reapplication

Once this has all been loaded into the portal and provided to Protection Brands, you will receive an automated email with a Customer Reference Number (CRN). From there the reapplication request will be allocated to a team member who can provide you with a reapplication quotation.

Protection Brands has no other liability under this warranty, including liability for any loss of your time, or vehicle use, or for any rental vehicle or transport costs.

The benefits given to you by this warranty are in addition to the rights and remedies of the consumer under a law in relation to the goods the subject of this warranty.

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.

Contact Protection Brands on 1800 413 222 or auto.warranty@protectionbrands.com.au if you have any questions at any stage.

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