

LifeShine CeraFuse Guarantee – Terms and Conditions

This LifeShine CeraFuse guarantee is valid within the United Kingdom & Ireland once registered with Autoglym, on or after 1st December 2025.

This guarantee is based strictly on the understanding that all paintwork and interior surfaces comply with the car manufacturer's specifications and standards at the time of Autoglym LifeShine CeraFuse system application.

Vehicles covered under this guarantee:

- All cars of up to 8 seats
- Motorhomes (LifeShine is only to be applied to exterior paintwork and front two driver seats)
- Vehicles which fall within the above two definitions AND which are 10 years old or younger at the time of initial application.
- Vehicles used for the private purposes of the owner

Application of Autoglym LifeShine CeraFuse must be by an Autoglym-approved LifeShine application specialist.

This guarantee covers the entire duration of your ownership of the vehicle. This guarantee is only transferable where your vehicle is sold privately within the first 12 months of ownership of your vehicle (from delivery) and an administration fee of £20 is paid to Autoglym. In order for cover to be transferred, you (as the current registered vehicle keeper and LifeShine CeraFuse Guarantee holder) must:

- arrange payment by telephoning Autoglym's customer services on 01462 677 766; and
- provide any such information to Autoglym as Autoglym may reasonably request.

After the first 12 months of ownership, this guarantee is non-transferable.

LifeShine CeraFuse Bodywork Protection

What is covered?

In the unlikely event that there is a noticeable deterioration in the finish of your vehicle during your ownership, Autoglym undertake to clean and reapply the LifeShine CeraFuse treatment to your vehicle free of charge.

Reapplication will take place where Cerafuse has been applied directly to paintwork clear coat in the event of general or panel by panel colour fading or noticeable deterioration in the gloss finish of the exterior paintwork, caused by:

- UV rays (unlimited cover)
- Fallout (unlimited cover)
- Road salt (unlimited cover)
- Tree sap (unlimited cover)
- Unlimited bird droppings for the duration of ownership up to a claims value of £2000 including vertical and horizontal surfaces
- Sun cream (unlimited cover)

LifeShine Interior Protectant

What is covered?

In the unlikely event that degradation or staining occurs as a result of spillage of drinks or any similar liquid during your ownership, Autoglym undertake to clean and re-apply¹ the LifeShine Interior Protectant treatment to the soiled area free of charge. Reapplication will take place in the event of:

- Any permanent stains to treated fabric or leather seating as a result of spills from water, coffee, soft drinks, milk or any similar non-corrosive liquids, where the spillage has been removed and cleaned immediately after with car safe products.
- Stains on leather, synthetic leather and alcantara caused by dye transfer (as a result of colour transfer from clothing or spillages) Dye transfer claims are limited to 2 claims in the first 2 years, up to a claims value of £2000
- This guarantee applies only to the original manufacturer's factory fitted upholstery and carpets and to the areas to which the LifeShine interior treatment is applied, namely seating, carpets and boot area.

Exclusions (as appropriate to external / internal application):

What is not covered?

- Inadequate or poor preparation of the vehicle's surfaces prior to the application of the LifeShine CeraFuse products;
- Defective or incomplete application of the LifeShine CeraFuse products.
- Failure to comply or maintain regular vehicle care contrary to standards recommended at www.autoglym.com
- Specific damage caused by use of products other than Autoglym products.
- Malicious or accidental damage including fire, floodwater, stone chips and other such material, and extreme weather conditions and their secondary effects.
- Extreme weather conditions
- Damage caused by insect remains.
- Scratching, swirl marks, stone chips, lacquer peel and hazing caused by (but not limited to) handheld wash brushes, automated car washes or contaminated chamois and sponges.
- Defects in vehicle manufacturing
- Any areas of a vehicle which have not subsequently been retreated or treated with Lifeshine on account of or after having been repaired or replaced as a result of accidental damage.
- Damage to surfaces by burning, inks, paints, dyes or other corrosive substances.
- Damage or stains on fabric upholstery as a result of colour or dye transfer from third party accessories or equipment such as baby seats, shopping or handbags etc.
- Ripped, torn, scratched or scraped fabric and leather.
- Matt or satin paint.
- Damage to Paint Protection Film (PPF)
- Bare carbon fibre parts
- Any area of the vehicle that is not exterior vehicle paintwork, seats or carpets.
- Vehicle decals or livery
- Repair or valeting required from conditions caused by the vehicles commercial use such as but not limited to brick dust, garden waste, building debris, vomit, animal waste, medical waste.

Autoglym will not accept liability for defects or deterioration of paintwork and upholstery caused by substandard specification, materials or workmanship by vehicle manufacturers and their operators (whether Autoglym-approved or not).

Vehicle Accident Damage

In the event of repair following road accident damage subsequent to initial LifeShine CeraFuse application, and in order to maintain the validity of the guarantee, the Autoglym LifeShine CeraFuse protection must be applied to the affected areas by your repair centre who will order a LifeShine CeraFuse Repair Kit direct from Autoglym; your repair centre may charge you for this service. The repair centre will require your 16-digit guarantee number so that we can record details of the repair on your original LifeShine CeraFuse guarantee registration.

Professional Assistance

The Autoglym Technical Service Specialists team is available to assist with all matters concerning general car care maintenance or specific technical problems. When calling or emailing please quote 'LifeShine' and your vehicle registration number.

Tel: 01462 677766,

Email: lifeshine@autoglym.com

Making a Claim

We hope you'll never have to make a claim, but in the unfortunate circumstances that you do, please log into your account created at the time of registration and follow the claims process.

Autoglym reserve the right to inspect your vehicle, prior to reapplication and to determine whether the conditions of the Guarantee have been met. Where possible, this will be at a mutually convenient time and place, to be agreed between the parties.