



PERMAPLATE®

APPEARANCE PROTECTION  
PROTECTION PRODUCT GUARANTEE

WAZ5YR

**VEHICLE**

Year, Make, Model

VIN

**PURCHASER/GUARANTEE HOLDER**

Purchaser

Address, City, State, Zip

Email

Home Phone, Cell, Work

**SELLING STORE**

Name, Number

Address, City, State, Zip, Phone

Representative

**PRODUCT/GUARANTEE INFORMATION**

Guarantee Term     **5 YEARS**

Product Purchase Date

Product Selling Price

**Notice to Purchaser:**

- The purchase of the Appearance Protection Product is not requirement for the purchase, lease or financing of a covered Vehicle.
- This agreement is a Protection Product Guarantee and is not an insurance contract. This is not an automobile liability or physical damage insurance policy. You should obtain Your own insurance for damage to Your Vehicle, including damage that may be covered by this Guarantee.
- To verify that the Guarantee has been submitted and accepted, Purchaser may contact Administrator at the telephone number or mailing address below, or at [www.permaplate.com](http://www.permaplate.com).
- See important terms and conditions on the following page.
- **NO SERVICE WILL BE PROVIDED WITHOUT PRIOR AUTHORIZATION. FOR AUTHORIZATION CALL (800) 453-8470.**
- **ANY IMPLIED WARRANTIES, SUCH AS THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**
- **THIS GUARANTEE SPECIFICALLY EXCLUDES ADMINISTRATOR FROM LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY USE OF THESE PRODUCTS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCEPTION MAY NOT APPLY TO YOU.**

**NOTIFY ADMINISTRATOR OF COVERED DAMAGE WITHIN 30 DAYS.  
FAILURE TO DO SO WILL RESULT IN CLAIM DENIAL.**

I (Purchaser), whose signature appears below, acknowledge that the information contained above is true and accurate. I have read the terms and conditions, understand and agree to all of the provisions herein.

\_\_\_\_\_  
Purchaser Signature

The Protection Product Guarantee Provider is Northcoast Warranty Services, Inc. | 800 Superior Ave. E 21st Floor, Cleveland, OH 44114  
The Administrator is Siskin Enterprises, Inc. | P.O. Box 58 | Salt Lake City, UT 84110 | (800) 453-8470

# APPEARANCE PROTECTION PRODUCT GUARANTEE

## 1. INTRODUCTION AND QUALIFICATIONS

- A. Appearance Protection Products are permanently applied on the Vehicle and are designed to protect the appearance of the Vehicle.
- B. Coverage includes repair or Reconditioning of surfaces of the vehicle that have experienced covered damages.
- C. Vehicles exceeding 5 model years at the time of purchase for this 5 year term Guarantee.

## 2. DEFINITIONS

- A. "Administrator" means Siskin Enterprises, Inc., the manufacturer of the Appearance Protection Products.
- B. "Appearance Protection Product(s)" means protective sealants applied to exterior and interior surfaces of the Vehicle.
- C. "Guarantee" means this Appearance Protection Product Guarantee.
- D. "Protection Product Guarantee Provider" means Northcoast Warranty Services, Inc.
- E. "Purchaser," "You" or "Your" means the Purchaser of the Appearance Protection Products as shown on the front side of this Guarantee or an eligible person to whom this Guarantee has been properly transferred and who is entitled to coverage under the terms of this Guarantee.
- F. "Reconditioning" means professional cleaning and/or detailing and does not include repainting or replacement.
- G. "Registration Page" means the first page of this Guarantee.
- H. "Selling Store" means the store from which Purchaser purchased the Appearance Protection Product.
- I. "Vehicle" means the Vehicle shown on the front side of this Guarantee which is covered by this Guarantee.

## 3. GENERAL TERMS

- A. **Guarantee Registration:** The Registration Page must be completed and submitted to Administrator within 30 days from the Product Purchase Date. Protection Product Guarantee Provider assumes no liability for the failure of the dealer to submit this Guarantee on behalf of the Purchaser.
- B. Coverage under this Guarantee begins on the Product Purchase Date and expires at the end of the Guarantee Term listed on the Registration Page.
- C. There is no deductible associated with this Guarantee.
- D. Administrator will pay only for the repair of the damaged portion of the Vehicle, and Administrator reserves the right to inspect the Vehicle or may request estimates to repair and/or photographs of the damage.
- E. Administrator has sole discretion in determining and implementing any repair procedures; repairs will be performed with reasonable promptness and quality workmanship.
- F. Purchaser is required to maintain the cleanliness of the interior and exterior surfaces; **ADMINISTRATOR IS NOT OBLIGATED OR RESPONSIBLE FOR GENERAL CLEANING.** Recommended care and cleaning procedures can be found in the Vehicle owner's manual.
- G. Protection Product Guarantee Provider has no obligation for reimbursement of inconvenience costs during time of repair.
- H. This Guarantee does not cover damage occurring outside of the United States, Canada or Puerto Rico.

## 4. COVERAGES

You are entitled to the following coverages under this Guarantee:

- A. **PermaPlate Paintguard® - Exterior Painted Surfaces:** Damage caused by weather induced fading, oxidation, loss of gloss, surface rust caused by industrial fallout, or permanent staining from bird droppings, insects, water spotting, tree sap, acid rain, road salts, de-icing agents, ocean spray, or paint overspray. Such conditions will be Reconditioned free of charge, consistent with this Guarantee. Additionally, damage to headlight lenses by sun, fading, or oxidation; damage from brake dust staining to Aluminum alloy wheels; damage from hard water spotting on chrome surfaces will be repaired but limited to Reconditioning.
- B. **PermaPlate Fiberguard®:** Damage resulting in permanent staining will be repaired and odors caused by bacteria, mold, and mildew caused by food or drink spills will be Reconditioned free of charge, consistent with this Guarantee.
- C. **PermaPlate Leatherguard®:** Damage such as permanent staining, fading, cracking, loose seam stitching, rips, tears, or burns will be Reconditioned free of charge, consistent with this Guarantee.
- D. **Rental Car Reimbursement:** Rental car expenses incurred during the course of repairs will be reimbursed to Purchaser up to a maximum of \$50 per day and up to an overall aggregate of \$250 for the term of this Guarantee. Purchaser is responsible for the upfront wexpense and will be reimbursed after verification of such expense.

## 5. LIMITATIONS

- A. This Guarantee applies only to areas of the Vehicle which have been treated with Appearance Protection Products. Non-treated areas include: matte exterior finishes, plastic trim pieces, headliners, sun visors, seat belts, gear shift knobs, suede leather, steering wheels, door jambs, painted inward facing panels of doors or other surfaces/materials as determined by design of the Vehicle.
- B. Repairs are limited to the lesser of the cost of repair or the average trade in value of the Vehicle as determined by NADA (National Auto Dealers Association) Used Car Guide or the cost of professional Reconditioning.
- C. Repair of headlight lenses is limited to the exterior surface and does not cover headlight replacement or internal fogging/condensation.
- D. Headlight lens, alloy wheel, and chrome surface remedies are limited to professional cleaning to the extent reasonably possible not to exceed an aggregate limit of \$350 for the term of the Guarantee.
- E. Treatment to eliminate odor resulting from food or drink spills is limited to two professional Reconditioning attempts.

## 6. EXCLUSIONS

- A. **DAMAGE REPORTED AFTER THE 30-DAY NOTIFICATION PERIOD.**
- B. Pre-existing damage.
- C. Repainting and / or replacements to remedy damage on vehicles exceeding 5 model years at time of purchase.
- D. Damage to the interior fabric, leather or vinyl caused by paint, as well as bleach, acid or other caustic or corrosive substances.
- E. Surface wear and tear or natural creases in the leather or vinyl seats.
- F. Damage resulting from poor adhesion to the surface to which the leather has been attached.
- G. Surface rust damage to the Vehicle's exterior caused by chips, scratches or failing paint.
- H. Road tar and road paint transfer to exterior painted surfaces.
- I. Damage due to theft, vandalism, collision, fire, acts of war or other natural casualties.
- J. Abuse or neglect, chips or scratches to painted surfaces.
- K. Manufacturer defects (defective paint such as peeling and chipping of the paint or factory clear coat, paint separating, cracking or flaking, workmanship or materials determined by independent inspection or factory bulletins).
- L. Modifications or alterations of the factory original finishes.
- M. Odors caused by smoke, chemical spills or flooding.

- N. Alloy wheel coverage excludes aftermarket wheels, wheel covers, and hubcaps, or damage to wheels caused by road hazards, scrapes, scuffs, or road rash as well as any other damage that would cause a bent, cracked, or similarly damaged wheel.
- O. Headlight replacement or headlight lens internal fogging/condensation.
- P. We shall not be responsible for any Loss arising out of the unauthorized access or use of any system, software, hardware, or firmware, or any modification, reprogramming, destruction, or deletion of data or software by any means.

## 7. CLAIM PROCEDURES

- A. Contact Administrator for authorization prior to undertaking any repairs. Repairs performed without express, written authorization from Administrator will not be eligible for reimbursement.
- B. Complete and submit a claim form through Administrator's website, [www.permaplate.com](http://www.permaplate.com), or contact Administrator at P.O. Box 58, Salt Lake City, UT 84110, 800-453-8470.
- C. Damage must be reported within 30 days from either the occurrence or discovery of damage.
- D. For each claim, Purchaser must follow up and complete the claim process within 60 days from the onset of claim approval. After 60 days without follow up, the claim will be closed and no further action will be taken.

## 8. TRANSFER

The Purchaser shall have the right to a one-time transfer of this Guarantee to the first subsequent owner of the Vehicle free of charge. To Transfer, notify Administrator in writing of the change of ownership within 30 days of such change.

## 9. ARBITRATION

You agree that all individual claims or disputes arising from or relating to this Guarantee, whether in contract, tort, pursuant to statute, regulation, ordinance or in equity or otherwise and whether Your dispute is with Protection Product Guarantee Provider, Selling Store or the Insurance Company listed in the General Information section, will be settled by impartial arbitration. To initiate arbitration, You must notify Protection Product Guarantee Provider in writing of Your desire to submit Your issue to arbitration. You are responsible for providing Protection Product Guarantee Provider with at least three (3) proposed arbitrators. Protection Product Guarantee Provider has the right to question the proposed arbitrators to confirm neutrality and select any of the three (3) to act as the Arbitrator. If Protection Product Guarantee Provider demonstrates that none of the three (3) proposed arbitrators are neutral, You may be asked to proffer additional arbitrators until one (1) is selected. The Arbitrator is responsible for setting the ground rules and procedures for the arbitration. You agree to abide by the Arbitrator's decision and share the cost of arbitration equally, unless the Arbitrator directs otherwise. If this section conflicts with the statutory or regulatory arbitration provision in the state in which this Guarantee was issued, the state's arbitration rules will govern.

## 10. GENERAL INFORMATION

NORTHCOAST WARRANTY SERVICES, INC. IS THE PROTECTION PRODUCT GUARANTEE PROVIDER OF THIS GUARANTEE. TERMS AND CONDITIONS ARE AS STATED AND CANNOT BE ALTERED. **THIS IS A PROTECTION PRODUCT GUARANTEE AND IS NOT INSURANCE.** The Appearance Protection Products are permanently applied to the Vehicle; therefore this Guarantee is NON-CANCELLABLE and the Product Purchase Price is NON REFUNDABLE. No express rights are given under this Guarantee except for those specifically described herein. This Guarantee gives You specific legal rights and you may also have other rights which vary from state to state. This is a Protection Product Guarantee subject to regulation by the Washington Office of the Insurance Commissioner of which Northcoast Warranty Services, Inc. is the Protection Product Guarantee Provider. **Obligations of the Protection Guarantee Provider under this Guarantee are insured under a reimbursement policy. If covered service is not provided by the Protection Product Guarantee Provider, or if we fail to pay, Purchaser is entitled to apply directly to Wesco Insurance Company (a member of AmTrust Group) 59 Maiden Lane, 43rd Floor, New York, NY 10038, 866-505-4048, for benefits afforded under this Guarantee.**