



LIMITED Lifetime Product Warranty Registration Agreement



This warranty covers **ONLY** the paint repair area(s) completed for the customer on the vehicle designated on the repair order (a copy of the repair order **MUST** be attached to this form). The finish of the repair area is guaranteed to be free from material defects for the lifetime of the vehicle, provided the vehicle is owned by the same person as at the time of the original repair and the LIMITED Lifetime Warranty Registration form was submitted within seven (7) days of the completion of the repairs. **THIS WARRANTY IS NON-TRANSFERABLE!**

CONDITIONS:

1. The warranty becomes effective from the completion date of the repair as indicated on the repair order and will remain in effect for as long as the customer named on the repair order owns the vehicle and it is not used for commercial use.
2. The warranty will apply only to the repaired area as indicated on the repair order and for repairs performed at the repair facility listed on the Limited Lifetime Warranty Registration form.
3. The warranty will cover the following defects:
 - Delamination or peeling of products applied over properly prepared surfaces
 - Cracking or checking
 - Hazing, fading or chalking leading to severe loss of gloss
4. **EXCLUSIONS:**
 - Scratches, stone chips, abrasions, or any other condition caused by contact to the surface by any foreign objects
 - Deterioration of the finish caused by waxes or detergents not designated for automotive use
 - Damages due to improper care or caused by acid rain, industrial fallout or other environmental effects or heavy pressure washing
 - Failure due to body rust
 - Damage caused by a new collision
 - Damage that occurred due to substrate failure
 - Any other damage that may occur to the finish due to circumstances beyond the control of 5 STAR ADVANTAGE
 - Vehicles operated for fleet or heavy-duty use or competitive purposes
 - Failure due to application above or below recommended film builds
 - Defect caused by improper use of product or using product not intended for use by 5SA
5. Should any of the defects covered by this warranty become apparent, the customer must take the vehicle back to the repair facility for settlement.
6. Settlements covered by this warranty do not, under any circumstances, give the customer the right to delay or suspend payment to the repair facility. If this occurs, the warranty shall become invalid.
7. The warranty is only valid for the vehicle owner of record at the time of the original repair and is not transferable.
8. A copy of the original repair order must accompany the certificate.
9. This warranty gives the customer specific legal rights. Other legal rights may apply which vary from state to state.



LIMITED Lifetime Warranty
5 STAR ADVANTAGE
WARRANTY PROCEDURES

CLAIM PROCEDURES:

1. In the event of any defect to be covered by the 5SA warranty, the customer must return the vehicle to the collision repair shop that performed the repairs for a complete inspection of the alleged defect. The shop owner or manager and the authorized jobber or 5SA representative should conduct the inspection. Final approval of the claim or settlement shall be at the sole discretion of the 5SA Product/Technical Manager. Under no circumstances shall the customer be entitled to withhold any payment to the collision repair shop for work performed, and in the event of incomplete or non-payment, the warranty shall be deemed null and void.
2. If it is determined at the time of inspection that the claim is justified, the collision repair shop will be reimbursed for material and labor charges only with supported receipts, based on the hourly rate in effect at the time the original work was performed. Reimbursement will be in the form of a 5SA merchandise credit issued through the authorized 5SA distributor to the collision repair shop. Material credit issued to the shop will be at the current Refinisher price.
3. If it is determined at the time of inspection that the defect was caused by circumstances excluded from the warranty, 5 STAR ADVANTAGE shall not be liable for any repairs on the vehicle.
4. No claim will be settled without the prior written approval of the 5SA Product/Technical Manager.

The above constitutes the sole liability and responsibility for 5 STAR ADVANTAGE and the sole remedy for the customer, under any warranty contained in the 5SA Limited Lifetime Warranty Agreement.

5 STAR ADVANTAGE

LIMITED Lifetime Warranty Registration

Vehicle Owner _____ Date _____

Address _____

City _____ State _____ Zip Code _____

Phone Number _____

Vehicle Make _____ Model _____ Year _____

Vehicle ID Number _____ Color Code _____

Odometer Reading _____

Repair Facility _____

Address _____

City _____ State _____ Zip Code _____

Phone Number _____ Fax Number _____ E-mail _____

Shop Owner _____ Manager _____

Bodyman _____ Painter _____

Shop Type: Dealership Independent Franchise

Repair Order No. _____ Repair Order Date _____

Certification No. _____

Shop Labor Rate (per hour) _____

5 STAR ADVANTAGE Distributor _____

Address _____

City _____ State _____ Zip Code _____

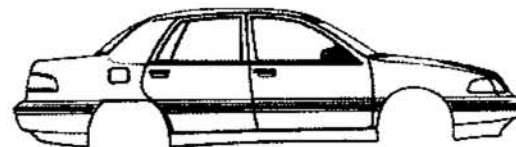
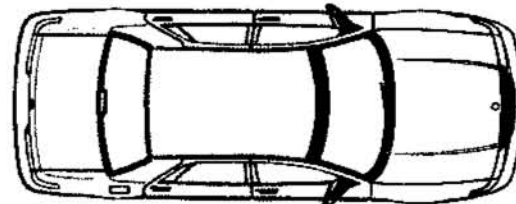
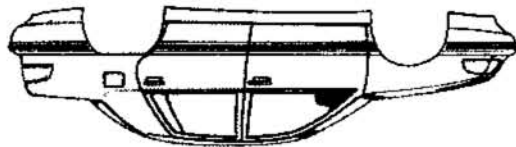
Phone Number _____ Fax Number _____

Description of Repairs: _____

Products Used:

- Surface Cleaner _____
- Bare Metal Primer System
 - Primer _____
 - Catalyst _____
 - Reducer _____
- Primer Surfacer System
 - Surfacer _____
 - Catalyst _____
 - Reducer _____
- Sealer System
 - Sealer _____
 - Catalyst _____
 - Reducer _____
- Color Coat System
 - Color _____
 - Catalyst _____
 - Reducer _____
- Clearcoat System
 - Clear _____
 - Catalyst _____
 - Reducer _____
- Other Additives _____

Indicate zones of repair covered by this repair order



* WARRANTY Not Transferable

5 STAR ADVANTAGE **LIMITED Lifetime Warranty**
Product Complaint Information

COMPLETE AND FAX TO (480)451-5556

5SA Distributor _____	
Street Address _____	
City, State, Zip _____	
Telephone _____	Fax _____
Contact Person _____	Date _____
Shop _____	
Street Address _____	
City, State, Zip _____	
Telephone _____	Fax _____
Contact Person _____	Painter's Name _____

5SA products used (include part number, container size, batch number/date)

Product	Part #	Container Size	Batch #/Date
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Nature of product failure: _____

Date of application: _____
 Date of product failure: _____
 Make, Model, Year of Vehicle: _____
 Work performed (provide as much detail as possible, i.e., body work and refinishing jobs, other products used, shop conditions, etc.): _____

Action taken (if any): _____

Assistance requested: _____

Signature _____	Print Name _____	Date _____
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LIMITED Lifetime Warranty



5 STAR ADVANTAGE

Paint Shop Approval Information

- 1. The shop must be certified and participating in a major paint company program, and a copy of their certificate must be included with the application.

Major Paint Company _____ Certification copy included

- 2. All refinish work must be performed by a qualified technician who is certified by a major paint company, and a copy of their certification must be included with the application.

Technician Name _____ Certification copy included

- 3. All work must be performed in a proper environment that will include a downdraft or crossdraft booth, air dryers, in-line oil and water extractors, and properly maintained spray equipment.

Equipment has been checked and is properly maintained Yes No

- 4. All refinish procedures must follow the manufacturer's product application directions.

- 5. The shop must maintain work records and forms that include customer repair orders, supplier invoices, paint company warranty forms, and MSDS sheets on all products used.

APPROVAL

5 STAR ADVANTAGE

Body Shop

By: _____

By: _____

Print Name: _____

Print Name: _____

Date: _____

Date: _____