

Guarantee user guide

The Gtechniq guarantee now relies strongly on the customer registering their own details.

There are three guarantee cards available - Crystal Serum, Platinum and C1. After a car has been protected, on collection of the vehicle, the customer must be provided with a card complete with the relevant information.



For the customer to be able to register the guarantee correctly you must complete the back of the card in full. Note the serial number from the Crystal Serum, Platinum or C1 sticker which should have been placed in their window, your full company/dealership name, address and postal code, and the date on which the coating was applied.

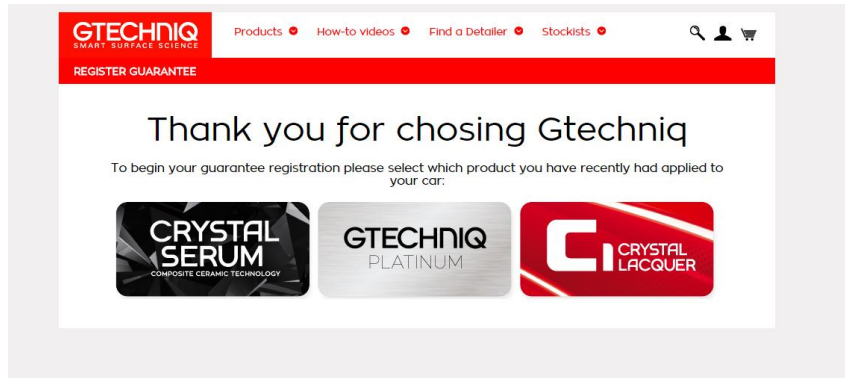
A form for registering the guarantee is shown. It has three main sections: 'Date of application' with a text input field, 'Guarantee number' with a field containing a '#' symbol and six empty boxes for digits, and 'Detailer details' with a large text area containing three horizontal lines for input.

The guarantee must be registered within 30 days of application of the product, after this the guarantee is void.

To read the terms and conditions of each guarantee visit the customer facing website below and save or print a copy.

How the customer uses the system

Customers log onto www.gtechniq.com/guarantee



The customer will need to choose which protection they have had on their car, as per the card you have supplied them with.

Once they have selected this they will be taken to the relevant terms and conditions. Here they will need to read and understand them fully before accepting the terms. The terms and conditions can be printed or saved.

REGISTER GUARANTEE

CRYSTAL SERUM
COMPOSITE CERAMIC TECHNOLOGY

Title*: First name*:

Surname*:

E-mail*:

Phone number*:

Address (Line 1)*:

Address (Line 2):

Postcode / Zipcode*:

Registration number*:

Car make*:

Car model*:

Gtechniq guarantee number*:
number found on the window sticker of your newly protected car

Gtechniq coating application date*:

Applied by*:
(Detailer/dealership name)

Dealer/Detailer address*:

As part of Gtechniq's commitment to guaranteeing the best protection for your car, you will need to make an annual appointment to have your car inspected to comply with the guarantee. If you would like us to email you annually when an inspection is due then please tick this box.

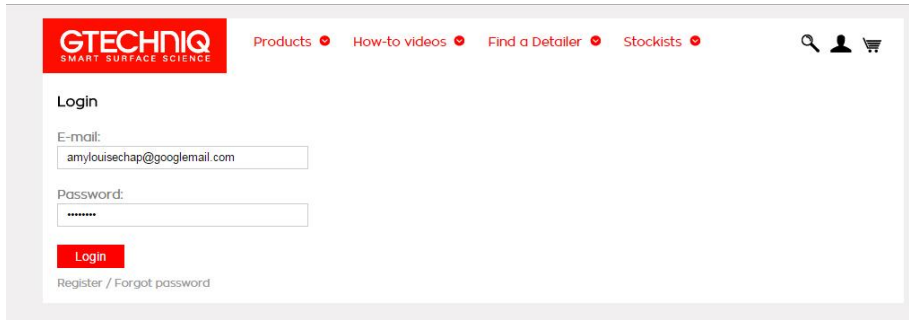
To complete the application customers will need to fill out the following form. As soon as the form is submitted they will receive a registration confirmation.

How detailers/dealerships manage guarantee checks

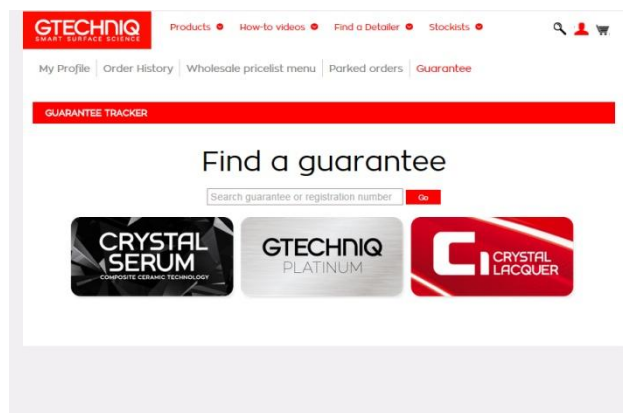
Eleven months after registering the guarantee customers will be sent an automatic reminder email that points them to the detailer/dealership where their coating was originally applied. If there is a problem with taking the car back to this location they can email guarantee@gtechniq.com and we will be more than happy to assist.

Customers need to get in touch with you directly to arrange a suitable day/time to have their car inspected.

During the inspection, you will need to login at www.gtechniq.com – please note this will only work if you are registered as an agent.



As soon as you are logged into the website, select your profile in the right hand corner. From that point you will see the guarantee tab and will be face with a screen below:



You can search for a guarantee using the search bar and entering either the registration number of the vehicle or the guarantee serial number on the window sticker.

You will then have access to the file you are looking for, please note this system only holds information on cars covered by guarantee after 01/12/2015.

CRYSTAL SERUM
COMPOSITE CERAMIC TECHNOLOGY

Title: First name: Registration number:

Surname: Car make:

E-mail: Car model:

Phone number: Gtechniq guarantee number:
(number found on the window sticker of your newly protected car)

Address (Line 1): Gtechniq coating application date:

Address (Line 2):

Postcode / Zipcode: Applied by:
(Dealer/Dealership name)

Dealer/Detailer address:

[Edit address](#)

Guarantee inspection and notes

Guarantee year	Dealer/Detailer name	Date	Notes	Send 11 month reminder	
Year 1 (2016)			<input type="text"/>	<input checked="" type="checkbox"/>	<input type="button" value="Approve"/>
Year 2 (2017)				<input type="checkbox"/>	
Year 3 (2018)				<input type="checkbox"/>	
Year 4 (2019)				<input type="checkbox"/>	
Year 5 (2020)				<input type="checkbox"/>	
Year 6 (2021)				<input type="checkbox"/>	
Year 7 (2022)				<input type="checkbox"/>	

As you can see from the image above you have the option to edit the customers contact details – please make sure these are up to date as emails are sent annually to remind customers to get their vehicle checked to comply with the guarantee. To do this select ‘edit address’ and save any changes.

After inspecting the car please enter your name, and notes on the outcome of the inspection and tick the reminder box – without putting a tick in the box customers will not receive an annual email reminding them that the car needs to be inspected to comply with the guarantee. This process should be repeated annually.

If you feel that the coating in the car has not been looked after and the customer has invalidated their guarantee, you will need to leave the box blank and let the customer know.

For the guarantee to be valid customers will need to have their car checked every year of the guarantee period. Should the annual inspection not be completed within 11-12 months after the initial application and annually every 11-12 months therein, the guarantee will automatically become invalid.

For any questions relating to the Gtechniq guarantee email guarantee@gtechniq.com