



LIMITED WARRANTY REGISTRATION FORM

(Issuing Dealer to submit within 30 days of Product Purchase Date)

WARRANTY REGISTRATION #

☐ NEW VEHICLE

☐ PRE-OWNED VEHICLE

☐ RIP, TEAR & BURN PROTECTION

Issuing Dealer: _____ PIN# _____

Dealer's Address: _____

DEALER'S SIGNATURE: _____

CUSTOMER INFORMATION Title: Mr. _____ Ms. _____ Dr. _____

Name: _____

Address: _____

Email Address: _____

Contact Phone # _____

VEHICLE YR: _____ MAKE: _____ MODEL: _____ MILEAGE: _____

VIN # _____ PRODUCT PURCHASE PRICE: \$ _____

This Limited Warranty is not an Insurance Policy or Service Contract Century Automotive Service Corporation (Cilajet, We, Us, Our) offers a Limited Warranty to its customers in the event of a failure due to a defect in material or workmanship of a Cilajet® product. This Limited Warranty applies only to the Cilajet® product(s) that have been purchased and applied to the Covered Vehicle, according to all terms and conditions stated in this Limited Warranty. The purchase of a Cilajet® product is voluntary and not required to purchase, lease or obtain financing of a motor vehicle.

I ACKNOWLEDGE RECEIPT OF THIS LIMITED WARRANTY AND HAVE READ, FULLY UNDERSTAND AND ACCEPT THE TERMS AND CONDITIONS, AS SET FORTH IN THIS LIMITED WARRANTY. I FURTHER DECLARE THAT THE INFORMATION PROVIDED ON THIS LIMITED WARRANTY FORM IS TRUE AND CORRECT:

CUSTOMER'S SIGNATURE: _____ *DATE:* _____



3-Year Limited Warranty from Date of Application

We guarantee to the owner of a vehicle that all **Cilajet®** treated exterior surfaces will maintain the **Cilajet®** shine and will be resistant to damage from bird droppings, insects, tree sap, acid rain, hard water spots, mineral deposits and environmental contaminants for up to 3 years from the date of application. If any **Cilajet®** treated exterior surfaces are damaged by fading, oxidation or loss of the shine from weather-induced causes at any time during the 3-year warranty period, the Issuing Dealer will reapply the product at no additional cost to the consumer. Repair of damages under this 3-Year Limited Warranty from bird droppings, acid rain, environmental contaminants, tree sap and water or mineral spots is limited to surface reconditioning (including reapplication of **Cilajet®**, but not including repainting).

Eligible Vehicles: New or Pre-Owned (Any Make, Any Year, Any Mileage). This Limited Warranty applies to any vehicle, whether new or pre-owned, that is in excellent condition with no prior or existing surface or paint damage, interior leather damage (including cracking or fading), cloth or carpeting stains. Any pre-existing environmental damage or stains are excluded from coverage. The vehicle must be inspected and approved by the Issuing Dealer who ensures, by offering this 3-Year Limited Warranty to the consumer, that the vehicle is free from any and all pre-existing exterior and interior conditions which would invalidate this Limited Warranty.

Fab by Cilajet®: We guarantee that all interior carpeting, mats and fabric upholstery treated with **Fab by Cilajet®** fabric protector will remain free of permanent stains for 3 years from the date of application. Should permanent staining occur due to food, drink, vomit, urine, baby diaper contents, pet stains, topical oils or lotions, gum, crayons, ink, dyes, lipstick, makeup or blood, the stained or damaged area will be professionally cleaned and **Cilajet®** reapplied. Any pre-existing stains on pre-owned vehicles are excluded from coverage.

Hide by Cilajet®: We guarantee that all interior leather and vinyl seats treated with **Hide by Cilajet®** will remain free of fading, discoloration or cracking due to dryness or environmental conditions for 3 years from the date of application. Should such conditions arise, the damaged area will be professionally cleaned and **Cilajet®** reapplied. Dye transfers or any pre-existing conditions are excluded from coverage.

Rip, Tear and Burn Protection: We guarantee that all New and Pre-Owned Vehicle interior upholstery and leather or vinyl seats treated with Fab or Hide by Cilajet® will remain free from accidental rips, cuts, tears, burns, punctures less than two (2) inches, or loose stitching for 3 years from the date of the original application. Should such conditions arise, the damaged area will be professionally repaired or replaced. We reserve the right to attempt to repair the damaged area prior to the replacement of any fabric, leather, or vinyl. This coverage is only provided if the optional Rip, Tear and Burn Protection is purchased and selected on the front of this Limited Warranty form. Pre-existing conditions are excluded from coverage.

Customer Responsibility: **Cilajet®** must be applied to an eligible vehicle within ninety (90) days of product purchase from the Issuing Dealer. In order to retain the 3-Year Limited Warranty, the treated vehicle must be properly maintained by frequent washing and the removal of any foreign substance, as soon as it is noticed. If bug, tar, or tree sap remover is used, or if any surface is repainted, **Cilajet®** must be reapplied to the affected surfaces to keep the Limited Warranty in force. Contact the Issuing Dealer or Administrator for reapplication. Failure to maintain the vehicle's condition by regular and appropriate washing/cleaning invalidates the Limited Warranty. Vehicle must be continuously registered for (personal) road use in order to maintain Limited Warranty eligibility.

Washing: To preserve your vehicle's "new finish" look and shine, keep it clean to minimize the exposure to corrosive contaminants. Wash vehicle as often as necessary by simply rinsing the vehicle with water or, if needed, use a quality, mild, non-abrasive vehicle detergent ("such as Cilajet Car Shampoo, which is recommended but not required for coverage under this Limited Warranty"). Cloth or hand wash ("brushless") car washes are recommended.

Customer's Duty to Report and Minimize Damage: Customer must report any warranty claim to the Issuing Dealer or Administrator as soon as it is noticed to minimize further damage which may occur. Failure to promptly give notice of claimed damages invalidates the 3-Year Limited Warranty if the delay results in additional damage.

Limit of Liability / Repair Obligation: We shall have the right to inspect claimed damage prior to authorizing repair and retain sole discretion to determine and implement repair procedures, and to select the repair facility or outside services used for any repair. We reserve the right to repair any areas through surface reconditioning only. Our obligation for warranty repair is limited to professional interior and/or exterior cleaning of the affected surfaces, and a one-time complete reapplication of **Cilajet®**. Our total liability is limited to the lesser of the actual cost of repair, the NADA wholesale book value of the vehicle (with the allowance for mileage), or \$1,000.00. If no NADA wholesale book value is available, the Administrator will determine the applicable value.

What is Not Covered by the Limited Warranty:

- Any surface not treated with **Cilajet®** is not covered.
- Any vehicle which at the time of claim is registered or operated outside the United States or Canada.
- Surface deterioration or rust resulting from damage due to industrial chemicals, accident, collision, road debris, vandalism, hail or other severe weather storms, scratches or dents, vehicle alterations, modifications or alterations of the factory's original finish, misuse, abuse, negligence or failure to properly maintain the vehicle.
- Headliners, seat belts, steering wheels, dashboards, door panels, convertible tops, trunk or bed liners, windshields, plastic or rubber molding, and wheels.
- Interior damage caused by dye transfer, burns, rips, tears, tar, bleach, paint, abnormal or caustic substances, and/or normal wear.
- Damage which results from an original equipment manufacturer defect or mechanical failure, defects as determined by independent inspection or factory campaigns and bulletins; defective, peeling or chipping paint or clear coat.
- Any repair covered by an insurance policy or manufacturer's warranty.
- Incidental or consequential damage, including but not limited to: loss of vehicle use, loss of time, inconvenience, expense for gasoline, telephone, transportation, travel, lodging, loss/damage to personal property, and loss of revenue. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Claims Procedure: If you have a damage claim during the term of this Limited Warranty, present your vehicle, a copy of this Limited Warranty form, and proof of purchase materials immediately to the Issuing Dealer or Administrator for inspection. Extended delay in presenting the vehicle for inspection may result in denial of your claim. Some damage claims may require an additional inspection or evaluation by an authorized **Cilajet®** representative or other third party.

Claims Administrator: Century Automotive Service Corporation, CLAIMS DEPARTMENT: P.O. Box 3809 Albuquerque, NM 87190, Toll Free: 1-888-338-0389 or via email at claims@centuryservicecorp.com. (Claims are not subject to a deductible. Non-manufacturer parts will not be leveraged for repair.) If you have a claim, you must notify Administrator and take your vehicle back to the Issuing Dealer. In addition, you will need to:

1. Give the repair shop a copy of this Limited Warranty and have them request and complete the claim form.
2. Allow the repair shop to inspect the vehicle to determine the cause of complaint and the full extent of the damage.
3. Provide a photograph of the damage for all exterior and interior claims.
4. Have the repair shop call to report the claim prior to the start of any repairs. The repair shop will need to receive approval number in order to receive payment for the cost of repairs.
5. A copy of the repair order, photograph and Limited Warranty must be sent to Administrator for payment to be made. We reserve the right to inspect your vehicle before any repairs are made.

Transfer and Cancellation of Limited Warranty: This Limited Warranty is non-transferable and non-cancellable as it has been provided to You for no consideration with the purchase of a Cilajet® product.

Administrator/Warrantor: Century Automotive Service Corporation, P.O. Box 3809 Albuquerque, NM 87190, (888) 338-0389.

Obligations: This Limited Warranty is between You and Us. Our obligations under this Limited Warranty are insured by American Commerce Insurance Company, 3590 Twin Creeks Dr., Columbus, OH 43218-2579, toll free 1-877-778-2450. If a benefit is not paid within 60 days after proof of loss has been filed with Us, You may file a claim with American Commerce Insurance Company.

DISCLAIMER AND LIMITATION OF LIMITED WARRANTY:

- A. THE OBLIGATIONS DESCRIBED ABOVE ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO YOU AND SUCH OBLIGATION IS IN LIEU OF ALL OTHER WARRANTIES; ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THE VEHICLE IS LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. IN ADDITION, WE SHALL NOT BE LIABLE OR RESPONSIBLE FOR ANY INCIDENTAL, CONSEQUENTIAL, COMMERCIAL OR EXEMPLARY LOSSES OR DAMAGES RESULTING FROM: (1) THE BREACH OF THIS LIMITED WARRANTY OR (2) ANY IMPLIED WARRANTY
- B. Limitations on how long an implied warranty will last or the exclusion of incidental or consequential damages are applicable by state, so the above limitations or exclusions may not apply to you.
- C. This Limited Warranty gives you specific legal rights and you may also have other rights that vary from State to State.
- D. No representative, employee, or agent of Cilajet, the Administrator, or the Issuing Dealership, is authorized to alter, extend, amend or modify the Limited Warranty whatsoever.

State Provisions:

California: Obligor California License Number 0C88598. If you are not satisfied with the insurance company's response, you may contact the Department of Insurance at 1-800-927-4357. This Limited Warranty is a product warranty and not insurance. It is not subject to state insurance laws but is subject to state law concerning warranties. Failure to complete and return this registration does not diminish your rights under this Limited Warranty.

Georgia: Under Terms and Conditions and Claims Procedures sections, any reference to "Failure to do so will VOID this Limited Warranty" is replaced with "Failure to do so will result in Denial of Coverage under this Limited Warranty."

Hawaii: Obligations of the warrantor under this vehicle protection product are insured under a reimbursement insurance policy. The purchase of this product is voluntary and is not required to obtain credit. If a covered service is not provided by the Warrantor before the 61st day after the date the consumer provides proof of loss, the consumer may apply for reimbursement directly to the reimbursement insurance policy provider, by American Commerce Insurance Company, 3590 Twin Creeks Dr., Columbus, OH 43218-2579, toll free 1-877-778-2450. Unresolved complaints concerning a warrantor or questions concerning the regulation of the warrantor may be addressed to the Hawaii Insurance Division, Department of Commerce & Consumer Affairs, P.O. Box 3614, Honolulu, Hawaii 96811-3614, (808) 586-2790.

Maryland: This Limited Warranty is a product warranty and is not insurance. Obligations of the Warrantor under this Limited Warranty are guaranteed under a reimbursement insurance policy by American Commerce Insurance Company. In the event the Warrantor fails to pay any claim or make any refund or consideration due within sixty (60) days after proof of loss has been filed, You may file a direct claim with American Commerce Insurance Company at 3590 Twin Creeks Drive, Columbus, OH 43218-2579, ph. 1 (800) 222-2114.

Massachusetts: **THIS AGREEMENT IS A PRODUCT WARRANTY AND IS NOT INSURANCE.**

Mississippi: This product limited warranty is regulated by the Mississippi Motor Vehicle Commission, 1755 Lelia Drive, Suite 200, Jackson, MS 39216, 601-987-3995.

New Jersey: **THIS AGREEMENT IS A PRODUCT WARRANTY, NOT INSURANCE AND IS UNDER THE PURVIEW OF THE DIVISION OF CONSUMER AFFAIRS.** Any questions concerning this Limited Warranty may be directed to the Division of Consumer Affairs at 124 Halsey St., Newark, NJ 07101, ph. 1 (973) 504-6200, or at their website (www.njconsumeraffairs.gov). Any questions regarding the Limited Warranty reimbursement insurance policy may be directed to the New Jersey Department of Banking and Insurance at 20 West State St., P.O. Box 325, Trenton, NJ 08625, ph. 1 (800) 446-7467, or at their website (www.state.nj.us/dobi/index.html). Obligations of the Warrantor under this Limited Warranty are guaranteed under a reimbursement insurance policy by American Commerce Insurance Company. In the event We cease to operate, are bankrupt or Your claim is not paid within sixty (60) days after proof of loss has been filed, You may file a direct claim with American Commerce Insurance Company at 3590 Twin Creeks Drive, Columbus, OH 43218-2579, ph. 1 (800) 222-2114.

Ohio: This vehicle protection product warranty is not subject to the insurance laws of Ohio, contained in XXXIX of the Ohio Revised Code.

Oklahoma: The Warrantor of this Limited Warranty is Century Automotive Service Corporation, P.O. Box 3809, Albuquerque, NM 87190-3809. Century Automotive Service Corporation's Oklahoma Service Warrantor Association license number is **44199013**. Coverage afforded under this Limited Warranty is not guaranteed by the Oklahoma Insurance Guaranty Association. This Limited Warranty is not issued by the manufacturer or wholesale company marketing this product, nor will this Limited Warranty be honored by such manufacturer or wholesale company.

The following cancellation language is added to "Transfer and Cancellation of Limited Warranty," and supersedes any similar language: **CANCELLATION BY YOU:** You may cancel this Limited Warranty at any time by notifying the Warrantor in writing of Your intent to cancel. If You cancel this Limited Warranty within thirty (30) days of the Sale Date, We shall refund the full Limited Warranty Purchase Price. If You cancel this Limited Warranty after the first thirty (30) days, Your refund shall be based upon one hundred percent (100%) of the unearned pro rata Purchase Price, less any claims paid and less a service charge of ten percent (10%) of the Purchase Price or fifty dollars (\$50.00), whichever is less. **CANCELLATION BY WARRANTOR:** If We cancel this Limited Warranty for any reason, Your refund shall be based upon one hundred percent (100%) of the unearned pro rata Purchase Price, less any claims paid. In the event of cancellation, the lienholder, if any, shall be named on the refund check, and, in the event of cancellation upon repossession, the sole payee.

Oregon: In the event that You do not receive satisfaction under this Limited Warranty, You may contact the Oregon Department of Insurance, Department of Consumer and Business Services, Consumer Advocacy Unit at 350 Winter St. NE, Room 440, Salem, OR 97309, toll-free ph. 1 (888) 877-4894. Obligations of the Warrantor under this Limited Warranty are guaranteed under a reimbursement insurance policy by American Commerce Insurance Company. In the event We cease to operate, are bankrupt or Your claim is not paid within sixty (60) days after proof of loss has been filed, You may file a direct claim with American Commerce Insurance Company at 3590 Twin Creeks Drive, Columbus, OH 43218-2579, ph. 1 (800) 222-2114.

Texas: Any unresolved issues regarding this Limited Warranty or the Warrantor may be addressed with the Texas Department of Licensing and Regulations, P.O. Box 12157, Austin, TX 78711, ph. 1 (512) 463-6599.

Virginia: If any promise made in the contract has been denied or has not been honored within 60 days after Your request, You may contact the Virginia Department of Agriculture and Consumer Services, Office of Charitable and Regulatory Programs at <http://www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml> to file a complaint.

Washington: "Administrator / Warrantor / We / Us / Our" shall mean Century Automotive Service Corporation, P.O. Box 3809 Albuquerque, NM 87190, (888) 338-0389 in this state. "OBLIGATIONS" is amended with the following: If a covered service is not provided by the Warrantor, the consumer may apply for reimbursement directly and without delay to the reimbursement insurance policy provider by American Commerce Insurance Company, 3590 Twin Creeks Dr., Columbus, OH 43218-2579, toll free 1-877-778-2450.

Wisconsin: Payment of this Limited Warranty have been made in full at the time of the purchase of this product.