30 Day Ceramic Coating Guarantee

If your ceramic coating doesn't perform as promised within 30 days of pickup, bring your vehicle back. We'll inspect it, and if it doesn't meet the standard below, we'll make it right. If we can't, we'll remove the coating and refund 100% of your coating package price.

Eligible Packages

- EXO V5
- Crystal Serum Light
- Crystal Serum Ultra

What We Promise
Within 30 days of pickup, your coating will meet all of the following:

1. **Water behavior.** After a pH-neutral wash and decontamination performed by O.C. Detail, water visibly beads or sheets off all coated surfaces.
2. **Slickness and easy cleaning.** Coated surfaces feel noticeably slick, and normal road grime rinses off with a standard hand or touchless wash.
3. **No application defects.** No high spots, streaking, hazing or blotchy areas are visible on any coated surface under shop lighting.
4. **Full coverage.** All surfaces included in your package (paint, wheels and glass) are coated.

What This Guarantee Does Not Cover

- Rock chips or impact damage
- Scratches or marring from keys, zippers, brushes, automatic brush car washes or improper washing
- Paint defects not removed during prep (packages include a one-stage polish; the coating seals in the paint's condition at the time of application)
- Water spots, mineral deposits, or etching from bird droppings, tree sap or other contaminants left on the surface
- Damage from accidents, collisions, vandalism or environmental events
- Any surface that has been polished, waxed, sealed or treated by another person or business after coating
- Gloss or shine preferences, which are subjective and not grounds for a claim

Customer Requirements
To be eligible, the customer must:

- Follow O.C. Detail's care instructions: hand wash with pH-neutral soap or use touchless automatic washes only, with no brush car washes
- Not apply wax, sealants, spray detailers or other products over the coating
- Not wash the vehicle during the initial cure period of [7] days after pickup
- Remove bird droppings, tree sap and similar contaminants promptly
- Contact O.C. Detail before day 30 after pickup to start a claim
- Bring the vehicle to O.C. Detail for an in-person inspection. Claims cannot be made by phone, text or photo alone.

Documentation at Pickup
At pickup, O.C. Detail will:

- Record a short water-beading video of the coated vehicle
- Take photos of the finished coating
- Have the customer sign off that coverage and finish were inspected and approved

This record serves as the baseline for any guarantee claim.

Claim Process

1. The customer contacts O.C. Detail before day 30 after pickup.
2. The customer brings the vehicle in for inspection.
3. O.C. Detail washes and decontaminates the vehicle, then evaluates it against the four standards above.
4. If the coating doesn't meet the standard, O.C. Detail will correct or reapply the coating at no charge.
5. If O.C. Detail cannot correct the issue, O.C. Detail will remove the coating and refund 100% of the coating package price.

Other Terms

- The guarantee applies to the original customer and vehicle only and is not transferable.
- One guarantee claim per vehicle.
- O.C. Detail's inspection determines whether the coating meets the standards above.
- This guarantee is separate from and does not replace the manufacturer's multi-year coating warranty registered through Carfax.