

A close-up, high-angle shot of a silver car door handle on a light-colored car door. The handle is sleek and modern, with a black vertical line detail. The car's surface is highly reflective, showing bright highlights and soft shadows. The background is slightly blurred, showing the interior of the car through the window.

# valspar

if it matters, we're on it.®

## **Introducing Valspar's Automotive Lifetime Warranty Program**

For Valspar Certified Refinishers



# Become a Valspar Certified Refinisher Today!

## Here's how:

1. Have at least one employee attend and successfully complete the Valspar Refinisher training program.
2. Agree to, sign and return the Valspar Lifetime Warranty program agreement. This agreement details how the Certified Refinisher program operates.

## Give your customers peace of mind.

Once you have completed your Valspar Refinisher certification, you can immediately begin offering the Valspar Lifetime Warranty to your customers.

In the unlikely event of a claim:

1. Collect the vehicle and the original Job Reference Number from your customer.
2. Confirm that the defect fulfills Warranty Terms 1–6, as shown below.
3. Inform the customer that Valspar Automotive reserves the right to carry out investigations into any imperfections that are the subject of a claim, even if those investigations may damage the paint work.
4. Once Valspar has confirmed that the defect is covered under the warranty terms shown below, your in-house Valspar Certified Refinish Painter should perform the repair at no charge to the customer.

# The Valspar Automotive Refinishing Systems are unmatched for quality and durability.

We are so certain that our refinish systems will not fail you or your customers we are standing behind our products with a Lifetime Warranty.

Now you can offer customers the highest quality paint refinishing—backed by the assurance of guaranteed performance.

The Valspar Automotive Lifetime Warranty is a valuable benefit available to every shop that is a Valspar Certified Refinisher.

Don't wait.  
Get certified today!



# Valspar Certified Refinishers Benefits

**To become a Valspar Certified Refinisher, its necessary to:**

1. Complete at least one Valspar Automotive Refinish Training course. (Please see your regional training center for more details).
2. Upon completion your shop will receive a Valspar Automotive Certified Shop Certificate.

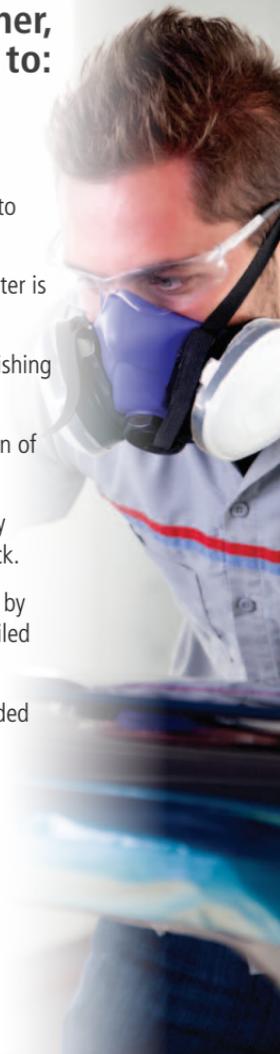
**Because Air Quality Matters.**  
**Because Performance Matters.**  
**Because Cost Matters.**



# Expectations

## As a Valspar Certified Refinisher, its necessary to:

1. Display a Valspar Certified Refinisher certificate prominently on the premises.
2. Handle every Valspar Automotive Refinish Systems job according to Valspar Automotive's written application instructions.
3. Ensure that a currently certified Valspar Automotive Certified Painter is working on every Valspar paint application.
4. Use only one of the Valspar Automotive refinish systems per refinishing job. (Do not mix systems.)
5. Provide a Job Reference Number to the customer upon completion of every job.
6. Provide a completed Valspar Lifetime Warranty Certificate to every customer whose job meets Warranty Terms 1–5, as shown on back.
7. Register every job through Valspar's Online Warranty Registration by providing the Job Reference Number, vehicle information, a detailed job description, and all other required information.
8. Honor all terms of the Valspar Lifetime Warranty or Valspar Extended Lifetime Warranty.



# Valspar Automotive Lifetime Warranty Terms

Our Lifetime Warranty covers all Valspar Automotive Refinish Systems repair jobs\* on your customers' vehicles, subject to the terms below.

1. The warranty covers surfaces repaired/refinished painted by a currently certified Valspar Certified Refinisher with authorized Valspar Automotive Refinish Systems.\*
2. The warranty covers: cracking or checking, hazing, peeling of the topcoat or any layers from the substrate, obvious loss of color, and severe loss of gloss caused by cracking or fading.
3. To qualify for the warranty, the customer must provide the original Job Reference Number that was provided by the Valspar Certified Refinisher—and that number must have been previously registered by the Valspar Certified Refinisher in the Valspar Online Warranty Registration system.
4. The covered vehicle must be less than nine years old at the time the repair is performed and the warranty is registered.
5. The warranty does not apply to any vehicle that is used for commercial purposes, street or track races, or off road activities at any time during the warranty term.

\*Excluding Spralac, LIC, Valspar Fleet System and Valspar Industrial Mix.

6. The warranty period begins on the date that a paint job is completed and continues for as long as that same customer owns the vehicle, up to ten years. Transfer of ownership ends the warranty.
7. The warranty does not cover circumstances beyond the control of the Valspar Certified Refinisher or Valspar Automotive, including:
  - Paint system failure due to defects or weakness in the pre-existing paint film
  - Paint system failure due to pre-existing rust or rust originating from within the vehicle body.
  - Blemishes or blistering caused by rust.
  - Damage caused by collisions or accidents, abrasions, scratches, stone chips, or the removal of decals, stickers or other adhesives.
  - Failure of the vehicle manufacturer's original paint finishes (OEM), or failure of previously repainted or repaired OEM finishes.
    - Flexible plastic parts.
    - Chemical spotting or moisture blistering.
    - Damage caused by improper maintenance, use of improper or abrasive detergents or waxes, or environmental pollution.
    - Damage resulting from negligence by the vehicle's owner or users, or their families or guests.
    - Misapplication. The paint system must be applied following the procedures documented in the products' technical data sheets.
    - Paint work that has not been fully paid for.
8. In the event of a disagreement about whether a defect is covered, Valspar Automotive will make the final determination.
9. If a defect is determined to be covered under this Lifetime Limited Warranty, you should repair it without charge at your facility and Valspar will reimburse you for the expense.

**Valspar Automotive North America**  
P.O. Box 1461  
Minneapolis, MN 55440-1461 USA  
PH: 800.845.2500  
valwarrantyus@valspar.com

**valspar**  
if it matters, we're on it.®

© Valspar 2012. All rights reserved.