

WARRANTY AND RENEWAL TERMS

WHAT THE PERIOD OF COVERAGE IS

Initial Period: This Warranty will become effective only when the Vehicle has been driven 1,000 miles since the time of initial installation of the Product, as indicated by the odometer reading provided by the Consumer on the Warranty Registration Card, and when 30 calendar days have elapsed from the date of initial installation of the Product. If the Product is not repaired as required for the renewal of this Warranty, the initial term of this Warranty will expire at the next or 6 months from the date of initial installation of the Product, whichever occurs first. Renewal Period: This Warranty may be renewed for as long as the Consumer owns or leases the Vehicle. Any renewal term of this Warranty will expire at manufacturers recommended service intervals from the date of the most recent installation of the Product. The 1,000 mile/30 day initial waiting period is waived for any renewal period.

HOW TO RENEW THIS WARRANTY:

1. Follow-up volume of Prolong Oil or Engine Treatment must be installed within the Vehicle manufacturers' specifications and recommended schedule for Warranty renewal.
2. Notify the Warranty Administrator of Warranty renewal within 10 calendar days of reinstallation of Product. The Consumer must mail to Prolong UK, 1 Waltham Road, Maidenhead, Berkshire, SL6 3NH: (a) the original receipt from retail purchase, the UPC Bar Code from the Product packaging, or the itemised invoice showing installation of the Product by a mechanic, service station dealer or oil change facility, and (b) a card or letter with the Consumers name, Vehicle Identification Number (VIN), date and odometer reading at the time of reinstallation of the Product, and the Warranty Contract Number (shaded letters/numbers in the upper right corner of the front side of this Warranty).
- Renewal will only be effective upon Prolong UK receiving this information and your receiving a Validation from Prolong UK, if you have not received a Validation within 10 days of your mailing the required information you should telephone Prolong UK on 01628 828473. This Warranty applies only to the Consumer and Vehicle listed on the initial Warranty Registration Card and is not transferable. This Warranty shall expire immediately if the Consumer is granted a refund on the purchase of the Product.

WHAT THIS WARRANTY DOES NOT COVER

1. Pre-existing conditions or damage to the vehicle or a Vehicle which is inoperable when the Product is first installed.
2. Any breakdown caused by negligence, intentional abuse or misuse, lack of scheduled maintenance as recommended by the Vehicles manufacturer or improper servicing or from failure to protect the Vehicle from further damage when a Breakdown has occurred.
3. Design and/or manufacturing defects in any Vehicle manufacturers listed part, or damage or defect caused by parts not listed by the Vehicle manufacturer.
4. Any part(s) or component(s) not specifically listed above as a covered part or component under this Warranty.
5. Any Breakdown resulting from collision or accident, road hazard, overheating, fire, theft, vandalism, riot, explosion, lightning, earthquake, freezing, rust, corrosion, windstorm, hail, water or flood, salt, environmental condition, chemicals, contamination of fluids, coolants or lubricants, or acts of God.
6. Any repair or replacement of any covered part/component if a Breakdown has not occurred, failure of a part/component that is due to normal wear (gradual reduction in operating performance), or wear on that part/component has not exceeded the published field tolerances allowed by the Vehicle or part/component manufacturer.
7. Any loss if the odometer has stopped, is tampered with or altered in any way, or the actual mileage cannot be determined.
8. Bolts and Fasteners, fren, fluids, shop supplies, hazardous waste disposal, maintenance items, adjustments, tune-ups, diagnostics, seals and gaskets resulting in fluid leaks, freight, state and local taxes.
9. Any damage or Breakdown that occurs to the Vehicle outside of Europe.
10. Any damage or Breakdown due to failure to maintain motor oil or engine coolant at levels recommended by the Vehicle manufacturer or improper maintenance that leads to sludge build-up or lubricant blockage.

LIMITS ON PROLONG'S LIABILITY

The aggregate limit of liability for a claim or claims related to the Vehicle is £3,000. In no event shall the payment of any claim exceed the fair market value of the Vehicle at the time of the claim. The fair market value of the Vehicle shall not exceed the value as set forth in that edition of Glasses Guide which is in effect on the date of the claim's presentation.

Should a claim otherwise covered by this Warranty also fall within the scope of coverage provided to the Consumer by the Vehicle manufacturers original or extended warranty, or any other warranty, service agreement or service contract ("Other Applicable Warranty"), the remedies provided under such Other Applicable Warranty shall be the Consumers exclusive remedy. The Consumer shall be responsible for the payment of any deductible associated with any Other Applicable Warranty.

HOW TO MAKE A CLAIM UNDER THIS WARRANTY

In the event the Consumer believes that he/she may be entitled to repair or replacement of part(s) or component(s) under this Warranty, the Consumer must

1. Take the Vehicle to a licensed repair facility.
2. Call or have the repair facility call Prolong's Warranty Claims Administrator on 01628 828473 to register your claim. Provide the Consumers Warranty number to the Warranty Administrator.
3. Follow all instructions provided by the Warranty Claims Administrator.
4. Provide to Prolong's Warranty Claims Administrator information substantiating compliance with the terms of this Warranty and other information or documentation requested, including but not limited to records substantiating compliance with repair and maintenance requirements of this Warranty.

IMPORTANT: No repairs or machine work are to be started, or damaged parts discarded, until the damage and/or failure is diagnosed and the work registered with and approved by Prolong's Warranty Claims Administrator.

WHAT PROLONG WILL DO IF THE CONSUMERS CLAIM IS COVERED BY THIS WARRANTY

After receipt by Prolong's Warranty Claims Administrator of all information and/or documentation requested in support of the Consumers claim under this Warranty, or after 30 calendar days have elapsed from the time the Warranty Claims Administrator requested such information and/or documentation from the Consumer, Prolong will make a determination as to whether or not the Consumers claim is covered by this Warranty, and will notify the Consumer of that decision by mail. If Prolong determines that the Consumers claim is covered by this Warranty Prolong will send the Consumer a cheque for the amount determined by Prolong UK to the Consumer under this Warranty.

ALTERNATIVE DISPUTE RESOLUTION (OPTIONAL)

In the event consumer disagrees with the warranty determination made by Prolong UK or in any way related to this warranty, its interpretation, performance or breach, Prolong UK or consumer may, but is not required to request to negotiate, mediate, or arbitrate the dispute.

FORUM SELECTION

ANY SUIT ARISING OUT OR IN ANY WAY RELATED TO THIS WARRANTY, ITS INTERPRETATION, PERFORMANCE OR BREACH SHALL BE BROUGHT UNDER UK JURISDICTION.

WARRANTY REGISTRATION FORM

Prolong Super Lubricants, UK.
Prolong Motor Oil & Engine Treatment
Limited Product Warranty (Renewable)

PLEASE TYPE OR PRINT CLEARLY WITH BLACK OR DARK BLUE INK

Name: Last _____ First _____ Middle Initial _____

Work/Daytime Phone: (_____) _____ - _____ Home Phone: (_____) _____ - _____

Street Address: _____

Town: _____ County: _____ Postcode: _____

Email: _____

Vehicle Make: _____ Model: _____ Year: (Must be current or last 9 years to qualify) _____

Vehicle Lic: _____ Annual Estimated Mileage: _____

Date: ____ / ____ / ____ Odometer Reading: _____ at the time of initial Product installation.

(Must have 100,000 miles or less to qualify)

CHECK THE BOX NEXT TO THE WAY YOU PURCHASED PROLONG ENGINE TREATMENT

- Bought at an auto parts store or other retail store (RET)
- Had it installed at a service or oil change facility (INST)
- Already installed in a pre-owned vehicle I bought (DC)

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Enter all 17 digits of your Vehicle Identification Number (VIN) Above.
Letters/Numbers in shaded boxes are your Warranty Contract Number.

ENTER THE NAME OF THE STORE, SERVICE FACILITY OR DEALERSHIP BELOW

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I verify that I have properly installed, or had installed, Prolong Motor Oil or Engine Treatment in the Vehicle on the date and at the odometer reading indicated above. I acknowledge and agree to the terms and conditions of the Prolong UK Limited Product Warranty. I understand that Prolong UK Limited Product Warranty coverage will apply or take effect only when the Vehicle has 1,000 miles added to the above odometer reading and when 30 calendar days have lapsed from the date of installation of Prolong Motor Oil or Engine Treatment, provided that this Warranty Registration Form and proof of purchase are submitted within 30 calendar days from the installation date.

Signature: _____ Date ____ / ____ / ____

CUT ALONG DOTTED LINE AND KEEP TOP PORTION. ATTACH ORIGINAL RECEIPT AND PRODUCT UPC BAR CODE FROM RETAIL PURCHASE OR AN ITEMIZED SERVICE INVOICE SHOWING PRODUCT INSTALLATION. THEN PLEASE AFFIX STAMP AND RETURN TO PROLONG UK WARRANTIES ADMINISTRATOR, 1 WALTHAM RD MAIDENHEAD, BERKSHIRE, SL6 3NH WITHIN 30 DAYS OF PRODUCT INSTALLATION. MAKE NOTE OR A COPY OF THE ABOVE REGISTRASITION INFORMATION FOR YOUR RECORDS.

FROM _____

POSTAGE
HERE

**Prolong UK Warranty Administrator
1 Waltham Road
Maidenhead
Berkshire
SL6 3NH.**

NO EQUAL IN THE WORLD

Prolong UK thanks you for purchasing our products. We are pleased to offer our customers our Free Limited Product Warranty for our Motor Oil and Engine Treatment, with the most generous eligibility criteria of any warranty for a similar product. To ensure quick and accurate registration, please check the following before sending in the registration:

- Your vehicle has under 100,000 miles on its original engine
- Your vehicle is less than 10 years old (current or last nine model years)
- All information on the registration form on the reverse side is complete, including the odometer reading and date of product application

Lifetime Limited Product Engine Warranty

prolong
SUPER LUBRICANTS