

# BASF Product Guarantee



## You're Covered For Satisfaction.

When your vehicle is refinished at a certified **R-M** collision repair center, your piece of mind is assured. We guarantee that your paint repair or complete paint job will last for as long as you own your car. Or we will fix it for you.

### That is more than a promise.

Your **R-M** Refinish Warranty protects you with a written Lifetime Warranty on selected **R-M** products. It covers failure from cracking, hazing, chalking, fading, or peeling. We use only **R-M** refinish products manufactured by **BASF**, a world leader in automotive coatings for both automotive manufactures and the collision repair industry.

In the event of the appearance of any defects covered by the **R-M** Refinish North American Warranty, the certificate holder must take the vehicle to the **BASF** certified **R-M** Warranty Center that did the work, for an inspection of the defect. This inspection will be carried out by the shop and a **BASF** Technical Sales Representative, to determine if the concern is covered by the warrantee.

## You're Covered For Quality

With **R-M** automotive paint systems, you have the world wide resources of **BASF** behind you. Our products are tested in the Harshest, most demanding settings throughout North America. You can count on top quality Appearance and performance.

Some shops may save a few dollars by using a verity of refinish products. But when it comes to long-term durability, they can end up costing you. That is why **BASF** Warranty shops use only **R-M** products, formulated for maximum performance and designed to work together as a total system.

Best of all, **R-M** products are manufactured by **BASF**. They use the same pigments and coordinated chemistry that make up the factory finishes applied to many of the finest cars in the world.

When it comes to the finish on your vehicle, it pays to stay with a leader. Demand the finish that has you covered for quality:  
Insist on **R-M**.

## Product Guarantee

## You're Covered For Workmanship

The **R-M** Refinish Warranty is available only to trained painters at certified collision repair centers. Both the painter and the repair facility must be certified to participate in the program.

Painting professionals receive special factory training. Each facility is evaluated carefully for professionalism, reliability, proper equipment, safe procedures and consistently high performance.

These high standards are necessary to avoid finish failures that could be caused by improper application procedures, inferior materials, or both. At certified **R-M** Warranty centers, painters use only approved products and procedures, right on down the line. When it comes to workmanship, you're covered with **R-M**.

The Lifetime Refinish warranty is available on the **R-M** Diamont and HS SOLO systems, ask to see the **R-M** Warranty.

If you have moved, please contact **BASF** for assistance in having your warranty honored.

You will find us all across North America by calling **1-800-255-3212 Box 7379**.

## **Maintenance**

**Here is how to keep your new R-M finish looking its best:**

1. Wash your vehicle regularly using only clear water for the first thirty days. After thirty days, a mild dish detergent or soap and water can be used to remove road film. Avoid using harsh detergents.
2. Rinse with clear water. Dry with a chamois or soft cloth.
3. It is unlikely that your new **R-M** finish will ever require waxing. Avoid the use of any wax for at least three months.
4. Avoid spilling gasoline on your finish. In the event of a spill, allow the fuel to evaporate for one hour. Wash spill with a mild dish detergent and water, then rinse.