

At Phantom, we pride ourselves on providing an outstanding service to our customers and want to ensure that you're thrilled with the repairs completed by us. We're therefore proud to offer an industry leading lifetime repair guarantee on the majority of our services.

Benefits of our Phantom Lifetime Repair Guarantee

These are the fantastic benefits of our Phantom lifetime repair guarantee:

1. It means you can trust us. We work closely with our paint supplier and use only their products to ensure our repair process is as robust as possible and because of this we're so confident in the high-quality standard of our work, that we're prepared to rectify it if it's not up to standards.
2. It lasts for the entire lifetime of your ownership of the vehicle, so even if the paintwork degrades years after the original repair, we will still rectify it.

In the unlikely event you're unhappy with the repair you've received, you must produce a copy of the invoice from the original repair as proof of the work being carried out. Unfortunately, if you lose the copy of your invoice, no Phantom lifetime repair guarantee will be honoured.

The guarantee is non-transferable, and not valid once the car is sold – any refund or liability shall be limited to the maximum of the value indicated on the repair Invoice.

How to Make a Claim

You can take the following steps if you are not happy with your repair:

1. Contact us and discuss the nature of the problem.
2. In order to understand the problem and possible steps to rectify it, we will need to see it in the flesh and go through what needs to be done with you.
3. If you're still not happy with the repair once we have rectified it, we can look to arrange an independent party to inspect it and if no resolution can be made we will look to refund the repair value.

No Phantom lifetime guarantee repair can be offered against damage or deterioration to the finish made in the following ways:

- By any corrosion or rust (whether or not it was evident before the repair was carried out);
- Failure of the surface to which the repair is applied (i.e. as the result of a previous aftermarket repair);
- Further accident or impact (including but not limited to stone chipping);
- Inappropriate aftercare, contrary to instructions supplied upon completion of the repair(s), including but not limited to washing the vehicle within three days of completion of work, the use of corrosive cleaning agents, i.e. acidic alloy wheel cleansers.
- Improvements are not covered by any guarantee.

- If you are having your car ceramic coated or PPF treatment you must allow the repair to cure for at least 12 weeks before these products are applied due to solvent still coming out from the paint. Failure to do this may result in the paint being pulled off if the PPF is removed or other defects. We discharge our obligations to re repair in these circumstances.
- Car covers in damp conditions can also trap moisture in the fresh paintwork and are discouraged for at least 12 weeks.

Alloy Wheel Repair Guarantee

Due to the nature of the area, as it is more prone to frequent damage, Alloy Wheel repairs are covered by a six-month guarantee (rather than lifetime ownership) unless otherwise stated, and are subject to the above exceptions.

If you have any further questions or queries on the lifetime repair guarantee once you have read through our terms of business, please email enquiries@phantombodyrepairs.co.uk

And if you would like to request a free estimate with Phantom please click here.

*Our guarantee is valid during the customers period of ownership on the vehicle.

What constitutes as an acceptable repair?

Phantom undertakes to carry out the Repair(s) indicated on the Estimate. If it becomes clear that, in the opinion of Phantom that further work is necessary to complete the Repair(s), the customer's authorisation and agreement will be obtained before any further work is carried out that would increase the price on the Estimate.

If such authorisation is not given, Phantom reserves the right not to continue with the Repair(s). In these circumstances the full Estimate price remains payable by the Customer. Further work that does not increase the Estimate price may be carried out without the requirement for customer authorisation.

No repairs will be identical to an automotive factory finish, which is machine sprayed to tolerances beyond human capability: no repair will be 'as good as new'. Phantom discharges its obligations under any repair agreement by providing a good quality, hand completed aftermarket repair. In normal circumstances, such a repair is unlikely to be detected by a casual examination of the vehicle by an untrained observer unaware of the previous damage location.

End of lease inspectors may, as trained experts in their field, may be able to identify Repairs.