

## Warranty FAQs

**Q) What counts as a defect?**

- A) Other than what is explicitly listed on the warranty cards (peeling, adhesive failure, corrosion, cracking, bubbling, and demetalizing) there are a few exceptions that can be considered defects. Color change or fading is not typically covered under warranty, however if a film is specified and boxed at 30% VLT and metering at 25% VLT, this would be covered under warranty. If upon application, the film has visible lines/roller marks, core impressions or crease marks that are a result of the manufacturing process, this too would qualify as a defect. The Warranty Department is only able to warrant film which has been installer applied to a consumer's vehicle. Customer Service must be contacted in order to issue a credit/return for the remainder of the unused film.

**Q) What happens if the back window defrosters are damaged during the removal of the film?**

- A) If the defrosters are damaged during removal, this would be considered an installer error, and is not covered under warranty. However, under very rare circumstances, CPFilms Inc. may cover the replacement of a back window. A quote must be obtained for the replacement and it must receive approval from a CPFilms sales manager. Once approved, the cost of the window must be paid upfront by the tint shop or the end consumer then CPFilms will reimburse via check.

**Q) Do we warrant film installed which is not in compliance with applicable laws?**

- A) No, we cannot warrant film installed which is not in compliance with applicable laws. CPFilms requires dealers and installers to comply with the laws of the state for which the car is registered. If the film is defective, but it does not comply with the applicable laws regarding the VLT limits, the consumer must agree to have the compliant VLT reapplied. For example, in the state of California, where the VLT for the front two windows is 70%, we will not honor a warranty claim which is submitted for tint darker than this VLT.

If the consumer has a medical exemption form which recommends a window tint darker than legally permissible due to light sensitivities, the tint shop must send in a copy of the medical exemption form with the claim in order to receive reimbursement.

**Q) What is our policy on windshield coverage?**

- A) There are only a few states where the windshield can legally be tinted with a film over 70% VLT. In other states, a medical exemption form is required for a full replacement to be covered.

**Q) What if the film that was applied to the windshield was defective upon application?**

- A) CPFilms Inc. may offer some compensation for the film applied/wasted by calling in for a return of the defective film. Customer Service must be contacted to issue a credit/return for the remainder of the unused film.

**Q) What if the consumer moves to another state? Do we honor warranties if their tint is now not in compliance with applicable laws for the new state?**

- A) No, the film must have defects to be covered under warranty. If there is a defect present on the windows which are unable to pass inspections, we can replace such film but only with film which meets applicable laws.

**Q) What if the film needed for warranty work isn't stocked by the dealer?**

- A) As little as a five foot partial can be sent out free of charge from the Warranty Department only. Dimensions of the windows which need re-filming must be sent into the Warranty Department. If you are receiving film to complete warranty work, you will be compensated for labor only when the claim is submitted and approved/credited.

**Q) What is the timeline for processing warranty credits?**

- A) Typically warranty claims will take a week to be processed. Warranty credits can either be placed back on the dealer's account or on the credit card on file.

**Q) What happens if the original film applied is no longer produced?**

- A) If the film on the vehicle which needs to be warranted is no longer produced and there is no film that matches it available, the dealer is allowed to redo the entire vehicle with an equivalent film in stock.

**Q) How does the credit go back onto our account?**

- A) If you paid via credit card, you will see the credit returned to the card you have on file. If you paid by terms or check/cash on delivery, the credit amount will be applied to your account for a future film purchase.

**Q) What is the “No Fault” warranty?**

- A) FormulaOne® will warrant your window film against any day-to-day physical damage due to neglect or vandalism. THIS IS A ONE TIME CLAIM, GOOD FOR ONE PANEL OF GLASS AND WILL BE LIMITED TO FILM REPLACEMENT AND LABOR ONLY. Only consumers with valid FormulaOne Limited Lifetime Warranty card and the appropriate “No Fault Warranty” stickers (which can be purchased on [Connect2Eastman.com](http://Connect2Eastman.com)) will be eligible for repair. If a consumer is wishing to use their “no fault warranty” they must surrender their “no fault” sticker at the time the warranty work takes place. The sticker must be placed on the warranty paperwork submitted. Without this sticker, warranty work under the “no fault” coverage will be denied.

**Q) If film is reapplied for Residential/Commercial warranty work, does this renew the glass coverage?**

- A) No, the coverage for the window begins on the original installation date of the film.

**Q) What is the warranty “for purchase” and how does the consumer apply for it?**

- A) For films which offer a warranty “for purchase” for glass breakage and seal failure, the dealer must fill out the Application for Limited Warranty Coverage (Form W-AR04) and send it in with payment (from the consumer) to the Warranty Department for approval. Once validated it will be returned to the dealer. If application is denied, payment and the denied application will be returned to the dealer.

**Q) What is your extended warranty and how do I apply for it?**

- A) You can apply for an extended warranty for film coverage, glass breakage and seal failure. The Extended Warranty Application (Form W-AR06) must be filled out and sent in to the Warranty Department for review. Once validated it will be returned to the dealer.

**Q) What types of architectural jobs require pre-approval and how do I apply?**

- A) The following conditions require pre-approval before starting installation: jobs over 2,500 square feet, any window too big to be replaced with standard ladders and manpower, any window exceeding 84 inches in any direction, any windows with blinds located between panes of glass (blinds in the air space) or inside shading. Complete the Pre-Installation Review for Warranty Coverage (Form W-AR05) and submit to the Warranty Department for review.

**Q) How do we transfer a residential warranty?**

- A) The Warranty Transfer (Form W-AR03) needs to be filled out and sent to the Warranty Department with a copy of the original warranty. Once verified, the paperwork will be sent back to the consumer. Consumers are expected to maintain the original paperwork along with the transfer form.

**Q) What is the warranty website used for? How can I access it?**

- A) The warranty website is used currently to house warranties electronically to cut down on waste and paper. Contact the Warranty Department for enrollment or trouble shooting issues.