

It's all about performance.

AUTOMOTIVE WINDOW FILMS

# Clearshield Pro - Express 5 Year Automotive Warranty

Thank you for choosing Solar Gard® Clearshield® Pro paint protection film ("Clearshield Pro Product") from Saint-Gobain Solar Gard Australia Pty Ltd (hereinafter referred to as "SGSG"). In the unlikely event that the Clearshield Pro Product you have purchased should experience yellowing, cracking, crazing, bubbling, peeling, delamination, adhesive failure, or any other failure due to a defect in the Clearshield Pro Product, SGSG will provide replacement Clearshield Pro Product and reasonable labour charges of an authorised warranty servicing dealer. Dealer warranty claim payments are limited to the amount set forth in the Clearshield Pro dealer warranty claims pay schedule. This warranty applies to any individual, company, business or entity that purchased the film from an independent Clearshield Pro dealer.

## » SCOPE OF COVERAGE

This express 5-year warranty period begins on the date the Clearshield Pro Product was installed. The coverage is non-transferable and terminates on the sale of the vehicle. SGSG shall not be liable for any loss, damage, expense or cost caused or partially caused through:

1. Improper film installation, improper film application, improper film care, cleaning, or abuse;
2. The quality of the installation performed by the independent Clearshield Pro dealer;
3. Non-automotive applications and non-complying film uses; and
4. Any other acts, occurrences, defects, faults or damages not associated with a defect in the Clearshield Pro Product.

## » HOW TO MAKE A WARRANTY CLAIM

SGSG reserves the right to verify eligibility of all warranty claims made under this express warranty coverage, and to inspect the affected installation before approving a claim. Replacement Clearshield Pro Product and payments for reasonable labour charges of Clearshield Pro warranty servicing dealer made under this express 5-year warranty will be made directly to the independent Clearshield Pro dealer authorised by SGSG to perform warranty service under the approved warranty claim. SGSG reserves the right to approve the independent Clearshield Pro dealer who will perform the warranty service pursuant to this agreement. To make a warranty service claim it is important to follow these steps:

Contact your original installing dealer to initiate a warranty service claim. If your original installing dealer is not accessible visit Solar Gard, at <http://www.solargard.com/au> to locate your closest Solar Gard installer, or contact the Customer Service Department at Solar Gard Australia or Solar Gard SWF Distribution New Zealand.

5. Provide SGSG with the following information:
  - a) Original warranty certificate, or the detailed information contained in it; and
  - b) Proof of purchase from the installing Clearshield Pro dealer. This information is best provided by keeping a copy of your original invoice/receipt attached to your original Clearshield Pro warranty certificate.
6. The authorised warranty repair service provider shall submit these materials to SGSG who will authorise the warranty service provider to perform the warranty repair service in case of eligibility of the product to warranty with regard to the terms of this warranty agreement. The warranty service provider must obtain

- written pre-approval from SGSG before beginning the warranty repair service.
7. Upon completion of the warranty repair service, the customer will be required to sign a warranty repair claim form. This form will enable the dealer to be reimbursed for the warranty repair service.
  8. All warranty claim payments will be made to the warranty repair service provider who has been approved in advance by SGSG to perform the warranty service pursuant to the terms of this warranty.
  9. All warranty repair service claims must be submitted to SGSG by the authorised warranty repair service provider within forty-five (45) days of completion of the warranty work.
- For additional warranty claim questions contact:

Solar Gard Australia 7 Walker Place Wetherill Park NSW 2164 Tel: 02 9838 8888 Fx: 02 9838 8088 SGAus-sales@saint-gobain.com	Solar Gard Distributor New Zealand SWF Distribution Tel: 09 441 0040 Tel: 09 444 2788 sales@swfilms.co.nz
---	---

## » CLEANING & MAINTENANCE

Do not wash or wax your vehicle until **3 days** after Clearshield Pro has been installed. Then, normal washing and waxing is recommended.

## » CUSTOMER PLEASE NOTE

In the event that you may ever need to process a Clearshield Pro Product warranty claim, SGSG will need the information contained in Section "A" through "C" of this document and be sure it is completed by the Clearshield Pro dealer and by you, the customer. Warranties that are not legible and/or provide incomplete information may delay processing of warranty claims.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Nothing in this express five (5) year warranty excludes, restricts or modifies any right or remedy, or any warranty or other term or condition, implied or imposed by any legislation which cannot lawfully be excluded or limited. If any guarantee, warranty, term or condition implied or imposed in relation to the Clearshield Pro Product under the Australian Consumer Law or any other applicable legislation and cannot be excluded ("Non-Excludable Provision"), and SGSG is able to limit the customer's remedy for breach of the Non-Excludable Provision, then the liability of SGSG for breach of the Non-Excludable Provision is limited to, at SGSG's option, replacement of the Clearshield Pro Product, repair of the Clearshield Pro Product, or the price of the Clearshield Pro Product or the cost of having the Clearshield Pro Product repaired. To the maximum extent permitted by law, SGSG (including its officers, employees and agents) excludes all liability, whether arising in tort (including without limitation negligence), contract or otherwise, for any personal injury or any other loss or damage (including without limitation loss or opportunity or loss of profits); whether direct, indirect, special or consequential, arising out of the Clearshield

## A CUSTOMER INFORMATION

Vehicle Owner's Name \_\_\_\_\_

Address \_\_\_\_\_

City/state/post code \_\_\_\_\_

Day phone number \_\_\_\_\_

## B DEALER INFORMATION

Dealer name \_\_\_\_\_

Business name \_\_\_\_\_

Address \_\_\_\_\_

City/state/post code \_\_\_\_\_

Day phone number \_\_\_\_\_

## C PRODUCT INFORMATION

Date \_\_\_\_\_

Vehicle Make \_\_\_\_\_ Model \_\_\_\_\_

Vehicle registration no \_\_\_\_\_

Film type \_\_\_\_\_

Roll no \_\_\_\_\_

I hereby acknowledge that I have read the terms of this Express Warranty, and I agree to the terms and conditions of this Express Warranty.

Customer signature: \_\_\_\_\_ Date: \_\_\_\_\_

Dealer signature: \_\_\_\_\_ Date: \_\_\_\_\_

Retain this completed document with proof of purchase in your records.

**Sections A, B & C must be completed in full. Illegible or incomplete information may delay processing of warranty claims or void this Express Warranty.**

