

# Residential or Commercial Product Limited Warranty



**1. DEALER: Please check as applicable:**

Residential use; or  Commercial use

**DEALER: Please initial the box of the film type purchased where indicated and complete the thickness for the film where indicated:**

	Stainless Steel	Silver	Clear	TrueVue
<b>Dealer Initial Appropriate Box:</b>				
<b>Residential Warranty Period:</b>	Lifetime limited	Lifetime limited	Lifetime limited	Lifetime limited
<b>Commercial Warranty Period:</b>	12 years	12 years	12 years	12 years
<b>Thickness of Film:</b>				
<b>Warranted against excessive or unusual change of color:</b>	Yes	Yes	Yes	No

**2. Warranty Coverage:** Saint-Gobain Solar Gard LLC ("SGSG") warrants all SGSG Solar Gard® safety and security films (as listed above, the "Product(s)") against adhesive failure, bubbling, cracking/crazing, delamination, demetalization, peeling, or other manufacturer's defect; provided and on the condition that the Products were properly sold and installed on an appropriate glass surface by an authorized dealer in accordance with all recommended installation procedures, and subject to the conditions described below in the "Not Covered by Warranty" section 8. In addition, all Products are warranted against excessive or unusual change of color.

For all Products installed, SGSG will provide replacement Product and reasonable labor charges to an authorized warranty servicing dealer. Dealer warranty claim payments are limited to the amount set forth in the SGSG Dealer Warranty Claims Pay-Out Schedule not to exceed the original invoice amount for the Product and installation labor. For purposes of this warranty, the original invoice amount includes the price of the Product and installation labor paid at the time of the initial installation.

**3. Covered Persons/Companies:** This warranty is provided and applies only to: (1) independent window film dealer who purchased the Product from SGSG or from a SGSG distributor; and (2) consumer who originally purchased the Product from a SGSG window film distributor or dealer. **This warranty is not transferable. This warranty is the sole and exclusive warranty provided by SGSG to the persons and entities described above for the Products purchased.**

**4. Warranty Period:** This warranty coverage begins on the date the Product was installed and extends for the period of time applicable for the particular Product as indicated in the applicable box in section 1 above.

**5. Limitations:** THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY SGSG FOR THE PRODUCT PURCHASED. THIS WARRANTY IS GIVEN IN LIEU OF, AND SUPERSEDES AND REPLACES, ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND/OR AGREEMENTS, INCLUDING, BUT NOT LIMITED TO, ALL WARRANTIES IMPLIED BY LAW, SUCH AS ANY IMPLIED WARRANTY OF MERCHANTABILITY AND ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

IN THE EVENT OF ANY DEFECT IN, OR FAILURE OF, THE PRODUCT, OR IN THE EVENT THE PRODUCT FAILS TO PERFORM AS REPRESENTED OR EXPECTED, SGSG'S SOLE AND EXCLUSIVE OBLIGATION IS TO PROVIDE REPLACEMENT FILM AND PAY FOR REPLACEMENT LABOR SUBJECT TO THE LIMITATIONS SET FORTH IN THIS WARRANTY; PROVIDED, THAT IF THE SAME PRODUCT IS NOT AVAILABLE SGSG MAY REPLACE WITH A SIMILAR PRODUCT AT ITS SOLE DISCRETION. IF THE ADDITIONAL WARRANTY COVERAGE IS APPLICABLE, IN THE EVENT OF GLASS BREAKAGE OR INSULATED GLASS (IG) UNIT SEAL FAILURE (AS SET FORTH IN SECTION 7)

DUE TO THE INSTALLATION OF AN APPROVED FILM-TO-GLASS APPLICATION, SGSG'S SOLE AND EXCLUSIVE OBLIGATION IS TO PAY FOR REPLACEMENT OF GLASS AND/OR INSULATED GLASS (IG) UNITS SUBJECT TO THE LIMITATIONS SET FORTH IN THIS WARRANTY; PROVIDED, THAT IF THE SAME PRODUCT IS NOT AVAILABLE SGSG MAY REPLACE WITH A SIMILAR PRODUCT AT ITS SOLE DISCRETION.

IN NO EVENT SHALL SGSG BE LIABLE OR RESPONSIBLE FOR ANY OTHER COSTS, ATTORNEY'S FEES, EXPENSES, LOSSES OR DAMAGES (REGARDLESS OF WHETHER THEY ARE DEEMED TO BE DIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL) THAT ARE IN ANY WAY RELATED TO THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM AS REPRESENTED OR EXPECTED AND WHETHER ARISING IN CONTRACT, WARRANTY, NEGLIGENCE, STRICT PRODUCTS LIABILITY, TORT, OR OTHERWISE. SGSG DOES NOT ASSUME LIABILITY FOR ANY WARRANTY, LOSS OR DAMAGE OTHER THAN AS EXPRESSLY STATED IN THIS LIMITED WARRANTY. SGSG IS NOT LIABLE FOR ANY LOSSES OR DAMAGES RELATED TO OR INVOLVING GLASS BREAKAGE.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

**SGSG's total liability, whether for breach of contract, warranty, negligence, strict products liability or commission of any other tort, violation of any statute, regulation or ordinance, or otherwise, is limited to the purchase price of the particular Product and installation labor sold under this warranty as stated on the original invoice. SGSG's total liability under the Five (5) Year Glass Breakage Limited warranty and the Three (3) Year Insulated Glass (IG) Unit Seal Failure Limited warranty (as set forth in section 7) is subject to a combined warranty claim limit of \$500 on a per-window basis; and there is a deductible of \$25 per window to be paid by consumer.**

**6. CUSTOMER AND DEALER PLEASE NOTE:** The information below must be completed by the dealer (and the customer) at the time of installation of the Product in order to make a warranty claim at a later date. PLEASE PRINT CLEARLY. WARRANTIES THAT ARE NOT LEGIBLE AND/OR DO NOT PROVIDE COMPLETE INFORMATION MAY DELAY PROCESSING OF WARRANTY CLAIMS AND/OR RESULT IN THEIR DENIAL.

In the event that it is necessary to replace defective film or to replace or repair glass and/or insulated glass (IG) units, any such repair or replacement will not extend the duration of this warranty coverage. SGSG reserves the right to approve the warranty repair service provider who will perform the warranty claim service. All warranty claim payments will be made to the warranty repair service provider who has been authorized by SGSG to perform the warranty service pursuant to the terms of this warranty.

**DO NOT CLEAN THE FILM FOR 30 DAYS AFTER INSTALLATION.** SEE THE CARE AND MAINTENANCE INSTRUCTIONS FOR THE PRODUCT INCLUDED WITH THIS WARRANTY PACKET, OR YOU CAN OBTAIN A COPY OF THE CARE INSTRUCTIONS AT <http://www.solargard.com/window-films/commercial/warranties>.

Oral or written statements by any party other than in this warranty should not be relied upon by you, and are not part of this warranty. **NO OTHER PERSON OR ENTITY, INCLUDING THE DEALER OR DISTRIBUTOR, HAS ANY AUTHORITY OR POWER TO MODIFY OR EXTEND THIS WARRANTY.**

THIS LIMITED WARRANTY CAN ONLY BE MODIFIED BY A WRITTEN AGREEMENT SIGNED BY AN OFFICER OF SGSG.

**A CUSTOMER INFORMATION**

Name/Company name: \_\_\_\_\_ Address: \_\_\_\_\_  
 Title: \_\_\_\_\_ Telephone number: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**B DEALER AND INSTALLER INFORMATION**

Name/Company name: \_\_\_\_\_ Address: \_\_\_\_\_  
 Telephone number: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Name of installer: \_\_\_\_\_ Date of installation: \_\_\_\_\_

**C PRODUCT INSTALLATION INFORMATION**

	Clear single pane	Clear insulated glass (IG) unit	Tinted/reflective single pane	Tinted/reflective insulated glass (IG) unit	Low-E insulated glass (IG) unit	Other
North film type: _____ Sq ft: _____ Roll #: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
South film type: _____ Sq ft: _____ Roll #: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
East film type: _____ Sq ft: _____ Roll #: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
West film type: _____ Sq ft: _____ Roll #: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Misc. film type: _____ Sq ft: _____ Roll #: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*If additional space is needed, contact the Warranty Service Department.*

Was the film automatically pre-approved for coverage?  Yes  No (Installations over 2,500 square feet (232 sq. meters) require a film-to-glass application (PDF0322) and approval to ensure warranty coverage.)  
 If not, was a Film-to-Glass Application Checklist (Catalog SK0322) submitted to SGSG and written approval received prior to installation (see section 7)?  Yes  No  
 If Yes, please insert Film-to-Glass Warranty Number (located at the bottom of the approved Film-to-Glass Application): \_\_\_\_\_

**D INVOICE AMOUNT**

Product amount: \_\_\_\_\_  
 Labor: \_\_\_\_\_  
 Subtotal: \_\_\_\_\_  
 Sales tax: \_\_\_\_\_  
 Total: \_\_\_\_\_

**I hereby acknowledge that I have read the terms of this warranty, and I agree to the terms and conditions of this warranty. I acknowledge that this warranty is not valid unless signed below.**

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

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