



www.TintandAudioExpress.com

Customer Information Sheet

The window tinting process involves water **it is normal for water bubbles to be seen after a tint job**. Please **do not touch the bubbles or pop them**. Leave the vehicle out in **direct sunlight** and the water bubbles should go away. Bubbles can take anywhere from **7 to 15 days to go away**, in some cases up to **24 – 30 days**. This is the estimated "**cure**" process time. The thicker the film, the longer it may take to dry. The weather also plays a part in how fast the film curing process may take.

If bubbles are not gone within the expected curing time, please refer to our **warranty guidelines** below and contact us for a warranty appointment. If you notice debris or other contaminants in the bubbles (hair, fingerprint, dirt or soap) please contact us immediately to schedule your warranty.

To extend the life and looks of your Film and to maintain your warranty coverage, certain care and maintenance should be followed.

- **Do not** roll down recently tinted windows for a period of 5 days until the film has properly adhered to the glass.
- **Do not** wash the film for 30 days after installation.
- **Do not** use abrasive cleaners or coarse cloths. Do not spray any cleaning solution directly to the film. Use mild soap and a clean rag, or cloth or synthetic sponge.

Visual Quality Standard - How To Determine If you Have a Warranty

1) The glass with applied film shall be viewed at right angles to the glass from the room side, at a distance of not less than 6 feet (2 meters).

2) Viewing shall be carried out in natural daylight, not in direct sunlight, and shall assess the normal vision area with the exception of a 2 inch (50mm) wide band around the perimeter of the unit.

3) The installation shall be **deemed acceptable** if all of the following are **unobtrusive** (*effects during visual cure should be disregarded*): Dirt Particles, Hair and Fibers, Adhesive Gels, Fingerprints, Air Bubbles, Water Haze, Scores and Scratches, Film Distortion, Creases, Edge Lift, Nicks and Tears.

4) Inspection may be made within 1 day of installation. Obtrusiveness of blemishes shall be judged by looking through the film installation under lighting conditions described in previous paragraph.



Warranty guidelines- Information Sheet

Warranty Coverage- Limited Lifetime warranty against Peeling, Bubbling, and Fading. Warranty for Workmanship is based on product's advertised lifetime. Please review Manufacturer's warranty for product's manufacturer warranty information.

***Nickel- 5 YR Warranty**

***Carbon- Lifetime Warranty**

***Ceramic- Lifetime Warranty**

Requesting Service Immediately upon finding any problem with your tint (**15 days after installation**), submit a "Service Order Request" or "warranty request" using our online form under the "Contact Us" tab. Access the Service Request Form at [www. Tintandaudioexpress.com](http://www.Tintandaudioexpress.com) and a representative will contact you within 48 hours after your form submission. We can respond more efficiently if you provide the following:

- **Your name, address and daytime phone numbers.**
- **Sales receipt and Manufacturer's Warranty card**
- **A description of the problem.**
- **A picture(s) of the issue/ area of concern (required)****

Upon notification, we will investigate the problem. If the product is found to be defective, and it is covered under the provisions of this warranty, Tint Express will provide the labor and/or materials needed to repair the product at no charge. If the defect cannot be repaired, Tint Express will provide a replacement.

*Tint Express has 30 days (low season Feb-March) after initial claim of warranty to schedule warranty service. If initial appointment is cancelled for any reason, the company has 30 day after each canceled appointment to provide service. The company reserves up to 124 days to resolve the warranty issue in high season (between April and Sept) or 62 days (between Oct – Jan). If company does not complete the warranty in the time provided customer may reach out to manufacturer for warranty. **No Cash refunds**, warranty procedures must be followed **no exceptions**. If you have moved to a different city than where we originally performed the work Or you are in a city we no longer service we will assist you in submission of warranty directly to Manufacturer.*

****failure to request warranty via our online system may result in delay or denial of warranty process, please send email request before/VS calling****

This Warranty Does Not Cover Normal wear and tear, natural weathering or fading of surfaces and/ Or hardware finishes, including corrosion in highly corrosive environments. • Glass breakage; failure due to misuse or abuse; and damage caused by failure to provide maintenance, by alteration or modification to the window (e.g. customer applied tints or films, paint finishes) or as a result of any cause beyond the control of Tint and Audio Express (e.g. fire, flood, earthquake).