



Refund & Service Policy – Tint Express

At Tint Express, we stand behind the quality of our work and the performance of our films. Due to the nature of window tint installation as a custom, labor-based service, the following policy applies:

No Full Refunds After Installation

Once a service has been completed, full cash refunds are not provided. Window tint is a custom-installed product that cannot be returned once applied.

Resolution Process (Required Before Any Consideration of Adjustment):

If a customer has a concern, we require the opportunity to:

1. Inspect the installation
2. Correct or redo any areas that do not meet acceptable standards
3. If needed, provide a second technician evaluation or a third-party film representative inspection

Industry Standards

All installations are performed in accordance with accepted industry guidelines, including those recognized by the International Window Film Association (IWFA). Minor imperfections such as small dust particles, light gaps, or slight visual variances are considered normal and acceptable within these standards.

Vehicle Condition & Age Disclaimer

Older vehicles and vehicles with rubber gasket-mounted glass may present conditions that affect the final appearance, including:

- Deeper or uneven window edges
- Visible edge gaps
- Increased likelihood of pre-existing scratches or imperfections

These conditions are not caused by installation and are not grounds for refund.

Scratches & Pre-Existing Conditions

Tint Express is not responsible for:

- Pre-existing scratches, chips, or glass defects
- Scratches that become more visible after installation due to light refraction
- Wear related to age, environmental exposure, or prior use

Warranty Coverage

We provide:

- Lifetime film warranty (manufacturer-backed)
- Workmanship warranty on installation

Warranty covers defects in film or installation—not cosmetic preferences or conditions inherent to the vehicle.

Customer Responsibility

By proceeding with service, the customer acknowledges:

- Understanding of the installation process
- Acceptance of industry standards
- Agreement to allow Tint Express the opportunity to correct any concerns

Refusal of inspection or correction voids eligibility for any adjustment consideration.