



## Graffiti Shield, Inc. Limited Warranty rev8.23

### What is Covered:

Graffiti Shield, Inc. warrants its Graffiti Shield products listed below against product defects including delamination, crazing, or adhesive failure when the product is properly installed per the installation instructions. The following products are covered under this limited warranty:

### Coverage Lengths:

#### ***Glass Shield 4 Mil, 6 Mil, and 6 Mil Tinted Anti-Graffiti Products***

Interior and exterior vertical applications to glass only shall be warranted for 2 years from installation date.

*\*Printed Glass Shield 4Mil and 6Mil shall be warranted for 1 year from installation date.*

#### ***Glass Shield Multi-Layer 4/4, 6/3, and Poly Versions***

Interior vertical applications to glass only shall be warranted for 1 year from installation date.

Horizontal applications are not covered under this limited warranty.

#### **Stone Shield 4-Mil Glossy or Matte**

Interior applications to smooth stone horizontal or vertical shall be warranted for 5 years from installation date.

Exterior applications horizontal or vertical applications shall be warranted for 1 year from installation date.

#### ***Mirror Shield Anti-Graffiti Products***

Interior and exterior vertical applications to mirrors, glass, and metal shall only be warranted for 1 year from installation date.

Horizontal applications are not covered under this limited warranty.



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### ***Metal Shield Anti-Graffiti Products***

Interior and exterior vertical applications to smooth metal shall only be warranted for 1 year from installation date.

Horizontal applications are not covered under this limited warranty.

### ***Custom Shield Anti-Graffiti Products***

Interior and exterior vertical applications glass, mirrors, and smooth metal only shall be warranted for 1 year from installation date.

Horizontal applications are not covered under this limited warranty.

### ***Glass Shield, Mirror Shield, and Metal Shield WL Versions***

Interior and exterior only applications on glass, mirrors, and smooth metal shall be warranted for 1 year from installation date.

### ***Anti-Reflective Film***

Interior glass only applications and shall be warranted for 1 year from installation date.

### ***Glass Shield Ultra Window Protection***

Interior or exterior installations on glass are covered for a period of 1 year from date of installation. Vertical installations only. Any horizontal will not be warranted.

Covered against material turning yellow, crazing, and any delaminating. Any film installed over will be warranted per the films warranty above.

### **Graffiti Shield Customer Coverage:**

If a product exhibits one or more product defect, Graffiti Shield will replace the material at no cost to the customer.



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### **Exclusions to this limited warranty:**

No glass breakage warranty is included on any Graffiti Shield products.

Polycarbonate surfaces are not covered unless a custom product is made with that intention.

No substrate warranty is implied (paint/metals/plastics/mirrors) and are not covered in this warranty for any abnormal reactions or adhesive transferring. Under normal installation and surface temperatures, adhesive transfer should not occur. If the surface has been severely prepped or has been tampered with, then adhesive transfer can occur.

### **Care Instructions:**

After installation, Glass Shield and Mirror Shield products may show a hazy appearance or small water beads until moisture has dried. All others may show small water beads until moisture has dried.

Do not wash or clean the product for several days or until haze and moisture has dissipated.

When cleaning the Graffiti Shield product, please use a microfiber towel or soft paper towel with a spray foam glass cleaner or a bottle of water with a few drops of dish soap. Clean like any other surface. Do not use any sharp instruments on the material as that can damage the surface and void warranty.



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### **How to Apply for a Warranty:**

To be eligible for coverage under this warranty, Graffiti Shield, Inc. must have paid proof of purchase from Graffiti Shield, Inc., and installation invoice if applicable.

### **How to Submit a Warranty:**

To submit a claim, send a copy of paid proof of purchase, installation invoice, and detailed description of the defect with pictures:

- Email to [info@graffiti-shield.com](mailto:info@graffiti-shield.com)
- Call 714-575-1100
- Mail to: 2940 E. La Palma Ave. Suite C

Anaheim, CA 92806

Attn: Warranty Department

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OTHERWISE AWARE OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

1. Warranty coverage shall be void in the event of fraud or misrepresentation by the film installer or owner, or if any information or representation set forth on the front or back of this form is not accurate.
2. The Graffiti Shield dealer/installer is an independent contractor of Graffiti Shield and Graffiti Shield is not responsible for improper installation or representations made by the dealer/installer. No contractor, including the Graffiti Shield

dealer/installer, has any authority or power to modify or extend this limited warranty. The benefits under this warranty shall be the sole and exclusive remedy against Graffiti Shield for any loss arising out of the sale, application, and/or use of the film.

3. This warranty coverage is valid only in the United States of America and Canada. If any provision of this warranty is unenforceable or ineffective, the rest of this warranty shall remain in effect and be construed as if such provision had not been contained in this warranty.

4. This warranty shall be governed by California law, excluding its laws relating to choice of law. Regardless of what venue would otherwise be permissive or required, Graffiti Shield and the customer stipulate that all actions arising

Graffiti Shield Inc.  
2940 E. La Palma Ave Suite C  
Anaheim, Ca. 92806  
714 575 1100



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under or related to this warranty shall be brought in the federal or state courts located in Orange County or the City of Anaheim, CA. Graffiti Shield and the customer agree that either of such forums are mutually convenient and bears a reasonable relationship to this Agreement and waive objection to any venue laid therein.

**Claim Form:**

Customer Name (Print) \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Customer Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Installing Dealer: \_\_\_\_\_

Installing Dealer Signature: \_\_\_\_\_

Installing Dealer Phone: \_\_\_\_\_

Film Type: \_\_\_\_\_ Sq Ft: \_\_\_\_\_ Master Roll #: \_\_\_\_\_

Film Type: \_\_\_\_\_ Sq Ft: \_\_\_\_\_ Master Roll #: \_\_\_\_\_

Film Type: \_\_\_\_\_ Sq Ft: \_\_\_\_\_ Master Roll #: \_\_\_\_\_

Claim Description: \_\_\_\_\_

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**\*Please Submit All Invoices and Photos with Claim**