



CER AMIC PRO

Window Film Warranty Instructions

Ceramic Pro® Window Films

Manufacturer Warranty

1.0 - CERAMIC PRO WINDOW FILM WARRANTY PROGRAM

1.1 Ceramic Pro Window Film Warranty

Ceramic Pro LLC warrants Ceramic Pro Window Film to be free of manufacturer defects for the lifetime of the vehicle from the date of application.

1. Initial application must be performed by a certified Ceramic Pro tint installer.
2. Any application, re-application, repair work or other work carried out on the Window Film must be applied, re-applied, or repaired by a Ceramic Pro certified installer after claim approval from Ceramic Pro LLC.

1.2 Warranty Terms & Conditions

The following general terms and conditions apply to any and all Ceramic Pro Window Film Warranty program products:

1. Warranty term begins from the date of application of Ceramic Pro Window Film;
2. This agreement excludes vehicles used for commercial purposes at any time previous to, presently, or during the course of this warranty period;
3. Initial application must be performed by a certified Ceramic Pro installer;
4. Any application, re-application, repair work or other work carried out on the Window Film must be applied, re-applied, or repaired by a Ceramic Pro certified installer after claim approval from Ceramic Pro LLC;
5. Ceramic Pro LLC must be notified of any claim due to failure of product within 30 days of occurrence;
6. Vehicle must remain continuously registered and located within North America for the duration of the warranty; and
7. Warranty is in the name of the vehicle owner at the time of installation. If a vehicle is sold, the warranty holder OR new owner may contact Ceramic Pro LLC

directly to have the warranty transferred. Transfer must be completed within one year of purchase of vehicle, or warranty is void.

8. It is the responsibility of the installer to register the warranty. If the installer fails to register the warranty and was active with Ceramic Pro LLC at the time of install, the vehicle owner may submit their paid invoice to have their warranty registered. The invoice must list the Ceramic Pro service and be marked as paid. Ceramic Pro LLC cannot register warranties without proper documentation.

1.3 Annual Service

No annual inspection is required to maintain the warranty.

2.0 - WARRANTY LIABILITY LIMITS AND IN-VALIDATIONS

2.1 General Liability Limitations

Ceramic Pro, LLC or its agents will not accept liability for:

1. Ceramic Pro LLC or its agents shall not accept liability for the following:
2. Workmanship errors and faulty installation are not covered - such as, but not limited to, debris under film, uneven edges, paint cuts, excessive air or moisture pockets;
3. Deterioration of factory-installed equipment or any other treated part of substandard specification, materials or workmanship by vehicle manufacturer, their dealership, third-party supplier or modifier, or professional detailers not authorized by Ceramic Pro LLC;
4. Swirls, scratches, scuffs, chips or other physical damage to the film from abrasive materials or impact with a foreign object;
5. Pre-existing damage or deterioration;
6. Any claim for matters which are covered by vehicle

manufacturers' warranty;

7. Only authorized installers are permitted to install and service any Ceramic Pro products. If a vehicle is found to have non-Ceramic Pro product, product obtained from a distributor other than Ceramic Pro LLC, or product applied by a non-Ceramic Pro installer, any warranty will be voided.
8. Ceramic Pro Window Film is to be used in compliance with all applicable laws, statutes, rules, regulations, and ordinances ("Laws") of the applicable state, province, or local jurisdiction including, without limitation, tinted window laws. It is the vehicle owner's responsibility to be aware of the window tint laws in their local jurisdiction. Many locales set a limit for the maximum VLT or restrict windshield tint in part or in whole. Ceramic Pro LLC is not liable for any fines, citations, or legal repercussions resulting from an illegal tint application.

2.2 General Warranty Invalidations

Ceramic Pro Window Film warranty for any product will be considered invalid if any of the following general conditions occur:

9. Neglect to maintain the vehicle according to the standards and techniques recommended by Ceramic Pro;
10. Damage caused by abrasive materials and/or third-party products;
11. Damage resulting from a collision or other vehicle accidents, or damage resulting from contact with a foreign object;
12. Damage or structural failure which occurs as the result of racing applications or willful abuse;
13. Double lamination in which the window film is not applied directly to the vehicle's glass or there are multiple layers of window film applied.
14. Ceramic Pro Window Film is to be used in compliance

with all applicable laws, statutes, rules, regulations, and ordinances ("Laws") of the applicable state, province, or local jurisdiction including, without limitation, tinted window laws. It is the vehicle owner's responsibility to be aware of the window tint laws in their local jurisdiction. Many locales set a limit for the maximum VLT or restrict windshield tint in part or in whole. Any window film application that does not comply with local laws is ineligible for warranty.

15. A chargeback or refund for the service(s) rendered has been completed.

3.0 - MAKING A CLAIM

The following applies to making a claim for any product defects or failures:

1. Ceramic Pro agent must be notified of any failure of product performance within 30 days of occurrence via warranty claim;
2. Any application, re-application, repair work or other work carried out on the Ceramic Pro Window Film must be applied, reapplied or repaired by an authorized Ceramic Pro LLC agent after claim approval from Ceramic Pro LLC;
3. Prior to commencement of warranty work or repair, the warranty holder may be required to sign a pre-work liability waiver; and
4. Once claim is approved, warranty work must be completed within 30 days of authorization.
5. Contact your vehicle insurer to ensure that any Ceramic Pro products and services are included in your insurance coverage. If the vehicle sustains damage and reapplication is required, contact your local Ceramic Pro installer or contact Ceramic Pro LLC to be connected to your nearest installer to arrange any additional applications at cost.

4.0 - WARRANTY LIMITS

In the event of a warranty claim, this warranty is limited to the following maximum amounts at Ceramic Pro LLC’s option:

- 1. Ceramic Pro, LLC or its agents shall arrange the necessary approvals for warranty repairs and coating reapplication to be carried out, or;
- 2. Pay the owner of the nominated vehicle a maximum amount of \$1,500 or the cost of the window film installation (whichever is less) in full and final settlement of the customer’s claim under warranty.

To make a claim, complete the submission form at:
<http://www.ceramicpro.com/warranty-support/>

All required fields must be completed for claim to be considered valid. No other forms of claim submission will be accepted.

Warranty terms may be revised from time to time. The most current version is available at:
<http://www.ceramicpro.com/warranty/>

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