

## **WARRANTY CERTIFICATE**

All products manufactured by Glass Shield Industrial Paints Ltd are subject to rigorous quality control, therefore Glass Shield Industrial Paints Ltd warrants that all products will be free from defects and deficiencies for a period of five (5) years from the date of purchase, if the Glass Shield products are applied per the written specifications and directions of Glass Shield. The Glass Shield warranty shall be limited to the following:

1. Cracking or chalking of the paint film.
2. Severe loss of gloss of the paint, even when properly maintained, caused by hazing, chalking or fading.
3. Peeling of the topcoat or other layers of the film included in the original repair area.

## **GLASS SHIELD WARRANTY OBLIGATION**

The Glass Shield warranty will be limited to the supply of Glass Shield products to repair the failed area. Glass Shield will provide a product credit for direct labor costs incurred in applying the replacement of Glass Shield products to a maximum of \$20.00 per hour. No credit or payment will be given for any other loss, cost or damage, including supervisor or overhead costs, or for economic or consequential damages or loss.

## **GLASS SHIELD WARRANTY CONDITIONS**

The obligations of Glass Shield under the Glass Shield Warranty are subject to the following:

1. The Customer must notify Glass Shield by email immediately should a failure occur in a Glass Shield product;
2. The affected area must be inspected by a Glass Shield representative. The customer and the Glass Shield representative must reach a written agreement on the scope of, and proper procedure and scheduling of the repair;
3. Any repairs undertaken by the customer without the written authorization of the Glass Shield representative, will be at the sole expense and responsibility of the customer and Glass Shield shall be released from all liability and responsibility with respect to the Glass Shield product;
4. In the event of a claim, the Glass Shield warranty will be restricted to Glass Shield products applied in Continental North America only, and where the applied Glass Shield products are available for inspection in Continental North America by a Glass Shield representative.
5. All other warranties and conditions imposed or implied by law or statute are expressly excluded and the only warranty of Glass Shield Products is the Glass Shield Warranty as set out herein.

## **GLASS SHIELD WARRANTY EXCLUSIONS**

The Glass Shield Warranty will not apply in any of the following situations:

1. Physical film damage caused by scratches, chips, abrasions, dents, or substrate distortion by any means;
2. Exposure to harmful atmospheric conditions such as airborne emissions or acid rain;
3. Normal color change due to environmental exposure;
4. Glass Shield coatings applied over previously repaired or repainted areas;
5. Any Glass Shield products applied over or under another manufacturer's product;
6. Contamination of the surface to be coated, causing loss of adhesion;
7. Contamination of coatings applied either before, during or after application;
8. Rust within the area covered by the Glass Shield product, originating by any means;
9. Fading of metallic colors not applied in accordance with our base coat / clear coat system;
10. Inaccurate color matches.