



Hello {customername},

Thank you for choosing Carson Film Pros! The following agreement is to let our customers know of the expectations, terms & conditions of our installation process & procedures. Please read over the form and sign at the end to move forward with scheduling your installation. If you have any questions please reach out through our email: [sales@carsonfilmpros.com](mailto:sales@carsonfilmpros.com) or by phone (813) 358-4200.

## **Expectations**

Once you've had a professional window film installation, you've taken the first step toward your home looking and feeling cooler in the Florida heat. But you might be worried that you'll accidentally mess up the film you just invested in. You should feel confident and informed about what to do (or not do) once you have your windows tinted. We'll walk you through a few things you can expect after a film installation.

1. **Moisture Bubbles and Haze:** After any professional film install, you will see a few small moisture bubbles/pockets of water under the film and a haze on the glass. Streaks, haze, and moisture bubbles are a normal part of the film drying process. They will evaporate within a few weeks from UV exposure and solar heat. No matter how long your window film takes to cure, don't worry. It will eventually dry out!
2. **Dry time:** During the summer, the sun will help your film cure (dry out and seal) within a few weeks of installation. If your install takes place in the winter months, you could potentially have to wait two to three months before your new window film completely cures to the glass. West & South facing windows will dry first followed by East facing windows and lastly North facing windows. Overhangs, fences, trees and other building structures that partially block direct sunlight on the glass will contribute to how quickly the film dries as well. No matter how long your window film takes to cure, don't worry. It will eventually dry out!
3. **Scratching:** Tinting your windows makes them scratch-resistant, not scratch-proof. So you'll still want to be gentle when moving sharp objects, boxes, purses, bags and furniture around your interior near windows. Sliding glass doors fall victim to this more than windows protected by blinds or window treatments.
4. **Cleaning:** PLEASE DO NOT CLEAN THE TINTED GLASS UNTIL THE FILM IS DRY. To clean the interior of the glass first purchase a window cleaner (aerosol or bottle spray) that's specifically made for window film and a pack of microfiber towels. The window cleaner should be ammonia free and alcohol free. Use a new microfiber to clean the window with your solution of choice and do a follow up dry wipe with a secondary new microfiber. Always wipe towards the edges of the glass. Never wipe from the tinted edge/corner towards the center or touch exposed edges/cut lines of the film.

## **Shade/Color Policy**

Solar and energy efficient films are available in different shades ranging from virtually clear 70% to a dark 5%. There are no refunds (no exceptions) once a client confirms VLT percentages and film is cut/installed. The client understands Carson Film Pros will not issue any refunds for HOA citations or failed inspections of any kind.

## **Panorama/Solar Gard Energy Efficient Privacy Film**

Privacy film can be subtle to bold as the film goes from translucent to opaque. The matte, blackout, and mirror films limit views through glass on the building interior. Blackout/Opaque film provides the ultimate in privacy. Translucent films provide subtle privacy with enhanced aesthetics. Dark colored film will be difficult to view-through during daytime sunlight conditions from the exterior, but in nighttime conditions and with an interior light source, privacy is lost as the light from the inside allows for visibility from the outside. The client understands these limitations as there are no refunds upon completion of such installation. The client understands that there are no refunds once a film is selected and installed. The warranties available are subject to each specific product and manufacture.

## **ByDesign Frost & Custom Decorative Film**

Frosted films are used for interior décor or privacy. Custom decorative films are created/printed by outside designers and are unrelated to Carson Film Pros. The only part of the process Carson Film Pros is responsible for is the installation of the product and collecting payment. The client understands that there are no refunds once a design is selected and installed. The warranties available are subject to each specific product and manufacture.

## **Armorcoat Safety & Security Film**

Safety & Security film is a polyester film that relies on thickness to mitigate hazards from shattered glass due to natural and human causes. Due to the film's thickness, minor imperfections are more noticeable than standard films while also increasing cure times. The client understands there will be minor imperfections in and under safety and security film installations and holds Carson Film Pros harmless in such instances. Safety & Security Window Films are a low profile, high performance measure of security in the battle against 'smash and grab' crime. Security films provide a barrier, so penetration becomes difficult and time-consuming to the point they give up without entering the premises. It is generally recommended that the property have proper alarm systems in addition to Safety & Security Window Film. The client also understands Safety & Security Window Films are not hurricane-proof, bullet-proof, bomb-proof, nor burglar-proof. In the rare occurrence of any of the above events, the client understands the usage of safety and security film and holds Carson Film Pros harmless in such instances. The client understands that there are no refunds once a film is selected and installed. The warranties available are subject to each specific product and manufacture.

## **Obstacles to Installation**

Carson Film Pros is strictly a window film sales and installation dealer. We are not obligated to move furniture, blinds, equipment, and or other obstacles that challenge or block the installation process. Clients are encouraged to clear such obstacles prior to installation. We also highly recommend to unplug/remove any electronic devices that are underneath or next to windows where we will be installing film.

## **Specialty Equipment**

The client understands that additional charges may be incurred to acquire specialized installation equipment to install window film such as scaffolding, scissor lifts, temporary flooring, etc. for the completion of the install.

## **Glass Breakage/Seal Failure**

The client understands that choosing to install window film outside of recommended specs may

increase the stress factor of the glass and can result in glass breakage or seal failure. Carson Film Pros will follow a film to glass chart provided by the manufacture to recommend the best products for your specific glass type. By authorizing Carson Film Pros to proceed with a film installation outside of the film to glass chart recommendations, the client hereby acknowledges the risk, waives any claims against Carson Film Pros and agrees that Carson Film Pros will not be liable in the event that window damage does occur from the installation.

### **Light Gap**

All installed films are cut close to the edge of the window frame without touching. The client understands that there will be a thin light gap between the film and window framing. Darker VLT products will have more visible light gaps than lighter VLT products due to contrast.

### **Natural Imperfections**

Though we strive for perfection in our installations, due to the nature of the product, natural element, & building condition (even when new) some degree of natural air particles and/or minor imperfections are present in every window film application. Pre-existing flaws, scratches, knicks, metal deposits on the glass are often much more noticeable after the window(s) are tinted. Older buildings/frames will have more imperfections due to age.

### **Wooden Frames**

During the prep and installation process paint chipping can occur if there is excessive paint touching the glass. Paint bubbling/wood swelling can also occur due to the slip solution used for film installation which will soften the paint around the frame. Wooden frames tend to have more imperfections in the install due to the unavoidable amount of debris caused by the wood itself. The client understands these risks and holds Carson Film Pros not responsible if any damage to the paint or wood framing occurs from normal installation procedures.

### **Window Film Removal**

Removals may cause the glass or window frame(s) to be damaged. By authorizing Carson Film Pros to proceed with film removal, the client hereby acknowledges the risk, waives any claims against Carson Film Pros and agrees that Carson Film Pros will not be liable in the event that damage does occur during the removal process.

### **Warranty**

Solar Gard is the warranty holder of all Panorama, Armorcoat, ByDesign and Solar Gard films sold and installed by Carson Film Pros. The films will carry a warranty covering bubbling, peeling, discoloration and delamination depending on the individual products installed. Solar Gard will only warranty installations that follow their film to glass charts. Warranty paperwork will be arriving from Solar Gard - Saint Gobain within 3 to 5 days to your email address on file if applicable. Please read warranty paperwork for further details on your specific films purchased. If you have a film failure as classified in your warranty documents, you can contact us at (813) 358-4200.

### **Deposit/Order Cancellation Policy**

A % non-refundable deposit of your estimate is due upon the signing of this agreement prior to placing the film order. Deposits are used to hold appointment dates/times, cover material orders and installation expenses. The client can only cancel an order with Carson Film Pros written consent. In the event of an approved cancellation, Carson Film Pros will deduct for all expenses from the deposit, which may include costs of related raw materials, packaging, and other items dedicated to the installation. In the event of a declined cancellation, the deposit is

non-refundable (no exceptions). Window films are a specialty order item and can not be returned once ordered and cut to size. The client understands they are paying for the pre cut film with the deposit and can have the film delivered even if declining the installation portion of the contract.

## **Signatures**

By authorizing Carson Film Pros to charge the non-refundable deposit, I, {customername}, hereby agree to the terms of the deposit cancellation policy, waive any rights to the deposit and agree that Carson Film Pros has the right to enforce the cancellation policy in its entirety.

I, {customername}, give Carson Film Pros permission to photograph my property and glass for the use of promotional purposes only.

I, {customername}, HAVE READ AND UNDERSTOOD ALL THE TERMS AND CONDITIONS SET FORTH ABOVE IN THIS AGREEMENT.