



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 vehicle 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 days from UV exposure and solar heat. **DO NOT KEEP A NEWLY TINTED CAR INSIDE THE GARAGE OR IN A CAR PORT.** Please leave it outside in direct sunlight during daytime hours until it is completely dry. If the vehicle has not dried in the allotted time the installer has told you please contact us as soon as possible.
2. **Dry time:** During the summer, the sun will help your vehicle's film cure (dry out and seal) within three to five days of installation. If your install takes place in the winter months, you could potentially have to wait three to four weeks before your new window film completely cures to the glass. No matter how long your window film takes to cure, you shouldn't roll down your windows until the film looks dry. Once the film has completely dried (three to five days in the summer, or three to four weeks in the winter), you can roll your windows down again. You can speed up the film drying process by parking your vehicle in direct sunlight during daytime hours.
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 sports equipment around your interior. And don't forget to take your seatbelt off carefully. This will keep the metal buckle from flying back and chipping your film and/or glass.
4. **Cleaning:** PLEASE DO NOT CLEAN THE INTERIOR TINTED GLASS UNTIL 30 DAYS POST INSTALLATION. If possible, wait to wash your vehicle with high pressured water until after the film completely dries. 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 towards the center or touch exposed edges/cut lines of the film. Use caution on frameless doors when opening and closing. A good habit is to always open and close the door from the door handle and to not touch the glass.

## **Shade/Color Policy**

There are no refunds (no exceptions) once a client confirms VLT percentages and film is

cut/installed. We will not issue any refunds for citations or failed inspections. Vehicle owner must abide by the laws in which the vehicle will be operating in. (FL Law 316.2953)

Florida State Tint Laws are as follows;

- \* AS1 line on front windshields
- \* 28% on front doors
- \* 15% on rear doors/rear window: Coupes, Sedans, Wagons
- \* 6% on rear doors/rear window: SUV's, Crossovers, Vans & Trucks

*Disclaimer: Carson Film Pros LLC does not give legal advice. Consult an attorney to verify your local city and state laws for automotive window films.*

## **Window Film Removal**

Removals may cause the glass and/or defroster grid systems 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.

## **Window Film Installation**

The process of installing window film consists of the following procedures. First we clean the exterior glass to get off as many contaminants from the window as possible. Once clean enough we apply the film to the exterior glass to cut and shrink the film to the shape of the window. We use stainless steel blades which are designed to be used on tempered automotive glass to trim the film as well as a glass safe line tape to further protect the glass underneath from the blade. For some specialty windows we will have precut windows from a plotter. After the film is cut and heat shrunk to the window, we transfer the film to the interior side of the glass. Extensive cleaning is required of the interior glass to ensure the cleanest installation of the film. Other items sometimes required for a clean install include; pulling interior window seals, removing door panels for window seal purposes, using a wet slip solution on the glass and surrounding frame. By authorizing Carson Film Pros to proceed with film installation, 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 installation process.

## **Natural Imperfections**

Though we strive for perfection in our installations, due to the nature of the product, natural element, & vehicle 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 vehicles will have more imperfections due to age.

## **Windshield Film Installation**

Though we strive for perfection in our installations, due to the nature of the product, natural element, & vehicle condition (even when new) some degree of natural air particles and/or minor imperfections are present in every window film application. Do not apply any parking decals, sunpass stickers or windshield suction accessories onto the interior of the windshield for 30 days. Polarized glasses can potentially cause a rainbow effect when looking through the glass from the interior. There are no refunds due to rainbow visual effects from wearing polarized sunglasses.

## **Personal Items/Aftermarket Accesories**

During the film installation, we will need clear access to the inside and outside of all windows. Please remove all interior items from the vehicle prior to the installation time including but not limited to; aftermarket window shades, aftermarket GPS units and cameras, speeding detectors, car seats, containers, boxes, personal items, etc. Please remove all exterior items from the vehicle prior to the installation time including but not limited to; window rain guards, aesthetic louvers, window decals or vinyls, any aftermarket item installed that prohibits access to the glass, etc. Carson Film Pros is not liable for any damage to any items that we are forced to remove from the interior or exterior of the vehicle to complete installation.

## **Electronics**

The process of installing window film requires a wet slip solution to be sprayed onto the glass. We take extra precautions when installing including but not limited to; soak ropes, door covers, dash covers, towels etc. Even though water damage is extremely rare, Carson Film Pros is not responsible for any water damage to electrical components of your vehicle. This includes but not limited to; vehicle management systems, ecu, switches, lights, speakers, wiring, any factory installed or aftermarket installed electronic items, etc.

## **Lifetime Warranty**

The VortexIR Ceramic Film Series comes with a limited lifetime manufacture warranty IF LEGALLY INSTALLED for the state of Florida. 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. If you have a film failure as classified in your warranty documents, you can contact us at (813) 358-4200. If you no longer live in the area, you may contact any local Solar Gard dealer near you. You can find these dealers on the dealer portal of Solar Gard's website at <https://www.solargard.com/find-a-dealer/>

## **PRE Installation Recommendations**

Prior to your appointment date and time we strongly recommend spraying the exterior of your vehicle down with water. This is to cut down on available dust and contamination as much as possible. We also recommend vacuuming/detailing the interior of the vehicle especially if you transport dogs or other shedding pets frequently. The cleaner your vehicle, the better the odds of a clean installation once it dries. No one wants pollen, dust or dog hair in their window film so help us help you. If your vehicle is deemed to not be appropriate for a window film application, you will need to reschedule the installation and be out the original deposit for time lost on the calendar.

## **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 vehicle for the use of promotional purposes only.

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