



CREATIVEFx™

Custom Window Films

FILM WARRANTY INFORMATION

CreativeFx CUSTOM WINDOW FILM WARRANTY

CreativeFx warranties that the material used to manufacture your custom window film project will be free of defects when properly applied to a flat, vertical interior glass surface for a period of up to five years (depending on product selected) from the date of the film printing.

CreativeFx WARRANTY COVERAGE

In the unlikely event that a CreativeFx Custom Window Film should experience adhesive failure, bubbling, cracking, delamination, or discoloration, CreativeFx will provide replacement film to the dealer or end user.

WARRANTY LIMITATIONS

Fit for Use Limitation: CreativeFx does not warranty the film for any particular use. Since only the user is aware of the specific conditions in which the product will be used, it is the user's responsibility to determine whether the product is suitable for that intended application.

PRINTING LIMITATION: CreativeFx will not warranty against ink performance failures such as ink fading, cracking, peeling, scratching, or any other ink related issues. CreativeFx film should be tested and approved with the ink combination prior to application.

INSTALLATION LIMITATION: CreativeFx does not warranty film installation performed by third party installers. Responsibility for defects or failures resulting from improper installation is transferred to the third party installers.

REMEDY LIMITATION: CreativeFx does not provide compensation for machine time, overhead, travel, supervisions, lost profits or other consequential damages. CreativeFx does not provide compensation for damage resulting from graphic removal.

PRODUCT MISUSE LIMITATION: This warranty does not cover CreativeFx films that have been damaged through improper storage, misuse, vandalism, abuse, neglect, or mishandling of finished or unfinished products by any person.

GLASS BREAKAGE LIMITATION: This warranty does not cover any type of glass breakage.

LIABILITY LIMITATION

CreativeFx's complete liability for the Custom Window Film Warranty is replacement or credit for the defective CreativeFx Custom Window Film product for the warranted durability period. Warranty repair liability shall in no case exceed a value greater than the original invoiced amount, nor shall warranty repair remedies be extended to anyone other than the company that originally purchased the film. Installing warranty replacement film will not renew or extend the original warranted durability time period.

FILM DRY OUT TIME

The mounting solution used during the installation of your CreativeFx Custom Window Film may require a period of time to dry out. Cold and/or cloudy weather conditions can lengthen the dry out time of a CreativeFx film. Warm weather and direct sunlight exposure will shorten the dry out time. Small water beads and a slightly cloudy look are common and may appear during the dry out period. If slow drying occurs, do not be alarmed since it is the part of the natural curing process, which can sometimes take up to 30 days to completely cure. Do not install CreativeFx Custom Window Film on the interior of single pane glass if the temperature is below 32°F.

WINDOW FILM CARE AND MAINTENANCE

Do not clean the film for 30 days after installation to allow proper curing of the adhesive system to the glass. Do not use bristle brushes, abrasive scrubbing sponges, or any other abrasive cleaning materials that could scratch the film. Always use soft, clean materials to wash and dry the window film surface. **NEVER USE HARSH CHEMICALS OR CLEANING AGENTS SUCH AS WINDEX TO CLEAN THE WINDOW FILM SURFACE.** The chemicals used in many harsh cleaning agents can attack the adhesive at the film edge causing delamination from the window. Use a soapy water solution such as dish washing fluid and water to clean the film surface. Do not spray this soapy water solution directly onto the film since prolonged exposure to moisture can reduce the scratch resistance of many UV-curable inks. Spray the soapy water directly into a soft clean cloth and proceed to wipe down the film surface. Improper care and maintenance will void the warranty.



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