

VZN Colored PPF Warranty Policy



1. Overview

VZN Vinyl General Trading LLC. (the “Company”) expressly warrants to the owner that, for a period of up five (5) years (the “Warranty Period”) from the date of initial installation, the Company will cover defects on its Colored PPF products (the “Product(s)”) subject to the conditions and guidelines detailed under “Warranty Coverage” in this Limited Warranty document.

This Limited Warranty only applies to the Company’s Products which are professionally installed in the manner recommended by the Company, to original equipment manufacturer (OEM) painted surfaces, at an installer recommended by the Company. The Company will, at its option, remove or replace the Product without charge if the Product fails or does not perform as warranted solely due to a manufacturing defect within the Warranty Period, subject to the exclusions set forth in this Limited Warranty.

If the Company elects to replace the Product, the Company will not cover parts and labor for the removal and reapplication of the Product. The replacement of the defective film is the exclusive remedy for all Products covered under this Limited Warranty. During the entire Warranty Period, the Company’s obligation as to repair or replacement shall further be limited to repair or replacement with the Products that are available at the time of the repair or replacement, and shall be limited to the repair or replacement of only the specific Product that fails due to a manufacturing defect.

Any repaired or replaced product shall also remain subject to the Warranty Period, and any repair or replacement shall not extend the original Warranty Period in any manner or start a new warranty period. These are the exclusive remedies for all Products covered under this Limited Warranty.

You may obtain coverage under this Limited Warranty by providing Company with original proof of warranty, copy of original receipt/invoice for the Product and installation issued by the VZN-recommended installer identifying coverage areas, along with a detailed description of the purported defect.

For service under this Limited Warranty, you must notify the VZN-recommended installer who performed the installation of the Product, in writing, providing claimant’s name, phone number, a description of the product involved and the nature of the defect.

This Limited Warranty is strictly non-transferable.

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2. Eligibility Requirements

- Installation must be completed by a VZN-recommended Installer using recommended processes and tools.
- Warranty registration must be completed within **14 days** of installation via the VZN Warranty Registration Form (<https://forms.gle/NYEKF5oHDdyWdQis7>) to activate coverage.

3. Warranty Coverage

This warranty provides conditional coverage under three tiers: Aesthetic (2 years), Glue (3 years) and Structural (5 years).

A. Aesthetic Coverage

Aesthetic coverage covers both yellowing and fading defects as per the definitions below for **up to two years from the installation date** if verified as a manufacturing issue:

- Yellowing of 10% or more from the original finish
- Fading of 10% or more from the original finish

B. Glue Coverage

Glue coverage covers adhesive residue for **up to three years from the installation date** if verified as a manufacturing issue.

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C. Structural & Functional Coverage

Structural coverage covers the below defects for **a maximum of 5 years from the installation date** if verified as a manufacturing issue:

- Bubbling
- Peeling
- Cracking
- Delamination
- Hydrolysis

Horizontal surfaces (hood, roof, trunk, or other areas with high sun exposure) are covered for the lesser of:

- **50% of the original warranty period**
- **2 years from the installation date**

This warranty period applies regardless of the type of defect. Horizontal surfaces are defined as any area angled less than 75 degrees from flat horizontal.

Warranty Coverage applies only to the defective portion of material, unless otherwise agreed in writing.

All other defects not listed above are not covered by this Limited Warranty. Labor costs and any application or removal issues such as, but not limited to, lifting clear coats or paint are not covered under the warranty.

4. Warranty Limitations

The Company's Products must be stored, handled, installed, used, and maintained in accordance with instructions provided by the Company within this Limited Warranty, and this Limited Warranty is conditioned upon compliance with all such instructions. Copies of the Company's guides are available from the Company via the contact information listed below. You may also obtain this/these materials by contacting Company at +971502347958 or on the Company's website at www.vznvinyl.com

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THIS LIMITED WARRANTY DOES NOT COVER DEFECTS CAUSED BY:

- Non-compliance with the Company's guide or instructions. Such failures include, but are not limited to, exposure to physical abuse, including, but not limited to chemical abuse (e.g. harsh cleansers and solvents), thermal abuse or shock (e.g. excessive heat or cold) or misuse;
- Discoloration resulting from environmental factors or improper cleaning;
- Improper storage, installation, handling and/or use of the Product prior to installation;
- Damage not resulting from manufacturing defects that occur while the Product is in the customer's possession;
- Damages caused by outside forces, including the physical impact of rocks or road debris and impacts from car accidents;
- Other issues caused by misuse, negligence, or environmental fallout (bird droppings, acid rain, tree sap, road tar, etc.);
- Products installed with known or visible manufacturing defects at the time of installation, including, but not limited to scratches, scuffs, scrapes, chips to the painted surface;
- Stains, and scratches;
- Damage to the wrapped surface due to improper wash techniques, automatic car washes or incorrect wash tools that may cause abrasion or by third parties not authorized by the Company;
- Scratches, scuffs, scrapes, chips to the painted surface;
- Damage to OEM paint or surfaces during installation or removal unless proven to be caused by a verified defective film;
- Water spots – water spots are caused by mineral deposits, which if left to dry on the paint protection film may leave a stain, water spots are not covered;
- Damage caused by collision, accidental damage, vandalism, fire, hail, flood, surface rust, rail dust, physical damage, paint overspray, or paint manufacturer' defects, which may be covered under manufactures protection plan;
- Areas that have not been re-wrapped after a paint or body repair;
- Use in non-automotive applications;
- Unreasonable or unintended use of Product;
- Claims without proper documentation or without returning a defective film sample for inspection if requested.
- Personal dissatisfaction with finish appearance, texture, or minor surface variations

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Any information or suggestion by the Company with respect to the Products concerning applications, specifications or compliance with codes and standards is provided solely for your convenient reference and are made without any representation as to accuracy or suitability. You must verify and test the suitability of any information with respect to the Products for your specific application.

The warranties set forth herein are the only warranties made by the company in connection with these products. The Company cannot and does not make any implied or express warranties with respect to the product, and disclaims all other warranties, including, but not limited to, any warranty of merchantability or fitness for a particular purpose.

Products sold by the Company are sold only to the specifications specifically set forth by Company in writing. Other than the limited warranty set forth herein, the Company makes no other warranties, express or implied. The Company's sole obligation under this warranty shall be repair or replacement of non-conforming products, or at the option of the company, return of the product and a refund of the purchase price.

Buyer assumes all risk whatsoever as to the result of the use of the products purchased, whether used singularly or in combination with any other products or substances.

5. Transferability

This warranty is **strictly non-transferable under all circumstances, even if the wrapped vehicle is sold or transferred to a new owner.** Coverage applies **only to the original vehicle owner** who commissioned the Product installation and cannot be reassigned or continued once the vehicle changes ownership.

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6. Claims Process

To submit a claim:

1. Email **warranty@vznvinyl.com** within **7 calendar days** of discovering an issue.
2. Provide:
 - Warranty certificate ID
 - Proof of purchase and installation invoice
 - Installer and vehicle owner contact details
 - Photos and/or video of the defect
 - Material batch and roll UPC/product ID if requested
 - Defective film sample if requested

VZN will review claims in a timely manner, conducting necessary testing where applicable. We aim to resolve issues quickly and professionally, supporting installers with replacement material when a manufacturing defect is confirmed.

Total liability for any approved claim is capped at the **lesser of USD \$1,500 or the documented cost of defective material**. Labor costs and any application or removal issues such as, but not limited to, lifting clear coat or paint is not covered under the warranty.

Incomplete or missing documentation may result in claim denial.

No claim will be taken into account regarding Product defects apparent prior to Product implementation, if the defective Product has been used by the customer.

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7. Care & Maintenance

Proper vehicle aftercare is essential to maintain warranty coverage:

- Wait **72 hours** before washing the vehicle after installation.
- Use only **pH-neutral, film-safe cleaning products** and non-abrasive tools.
- Avoid high-pressure water jets near film edges, harsh chemicals, or steam cleaning.
- Do not apply unapproved coatings or waxes.

Customers should retain proof of proper maintenance when possible, as this helps validate claims and ensures long-term film performance. The care guide is readily available directly on the website at www.vznvinyl.com and available from VZN Vinyl directly via the contact information below.

8. LIMITATION OF LIABILITY

NO CLAIM BY THE BUYER/OWNER OF ANY KIND, INCLUDING CLAIMS FOR INDEMNIFICATION, SHALL BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCTS IN RESPECT TO WHICH DAMAGES ARE CLAIMED.

IN NO EVENT SHALL THE COMPANY BE LIABLE TO BUYER/OWNER IN TORT, CONTRACT OR OTHERWISE, FOR ANY SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL, RELIANCE, STATUTORY, SPECIAL, PUNITIVE OR EXEMPLARY DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOSS OF USE, LOSS OF TIME, LOSS OF REVENUES, INCONVENIENCE, LOSS OF BUSINESS OPPORTUNITIES, DAMAGE TO GOOD WILL OR REPUTATION, OR LOSS OF DATA, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR SUCH DAMAGES COULD HAVE BEEN REASONABLY FORESEEN, IN CONNECTION WITH, ARISING OUT OF, OR AS A RESULT OF, THE SALE, DELIVERY, SERVICING, USE OR LOSS OF USE OF THE PRODUCTS SOLD HEREUNDER, OR FOR ANY LIABILITY OF BUYER TO ANY THIRD PARTY WITH RESPECT THERETO.

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9. CONTACT INFORMATION

Any questions concerning this Limited Warranty should be addressed to:

VZN Vinyl General Trading LLC.

Attention: Warranty team

Phone: +971502347958

Website address: www.vznvinyl.com

Email address: warranty@vznvinyl.com