

# FORMULA SOLUTION CLEAR PPF WARRANTY POLICY

## 1. WARRANTY OVERVIEW

Formula Solution Clear Paint Protection Film is designed to help preserve and protect automotive paintwork from everyday road exposure, environmental contaminants, and general wear.

This Warranty Policy outlines the coverage provided for Formula Solution Clear PPF products when installed by an approved Formula Solution installer and maintained in accordance with the recommended aftercare guidelines.

Warranty coverage applies only to eligible Formula Solution Clear PPF products that have been correctly installed, registered, and maintained.

## 2. WARRANTY PERIOD

Formula Solution Clear PPF is backed by a warranty of up to 10 years, subject to the specific film type, product range, installation record, and digital warranty registration.

The warranty period begins from the official installation date recorded by the approved installer through the Formula Solution digital warranty system.

Warranty coverage is not transferable unless otherwise approved in writing by Formula Solution.

## 3. COVERED AREAS

This warranty covers defects relating to the Formula Solution Clear PPF material itself, including:

- Yellowing or discolouration
- Cracking or peeling caused by product failure
- Delamination of film layers
- Manufacturing defects
- Adhesive failure not caused by incorrect installation, contamination, damage, or misuse

Coverage applies only to the installed areas where Formula Solution Clear PPF has been applied.

## 4. WHAT IS NOT COVERED

This warranty does not cover damage, defects, or performance issues caused by:

- Improper maintenance or neglect
- Failure to follow the recommended aftercare guide
- Accidents, collisions, stone chips, scratches, dents, or external impact
- Harsh chemical exposure outside recommended care
- Bird droppings, acid rain, tree sap, oil stains, tar, fuel, or other contaminants left untreated
- Incorrect washing methods, abrasive tools, automatic brush washes, or aggressive pressure washing
- Unauthorised modifications, repairs, polishing, sanding, cutting, ceramic coating, or vinyl application over the film
- Installation performed by a non-approved installer
- Pre-existing paint damage, poor paint condition, resprayed panels, weak clear coat, or paint failure
- Lifting, bubbling, marks, stretch lines, or adhesive issues caused by improper installation
- Normal wear and tear from road use and environmental exposure

Formula Solution PPF is designed to reduce the risk of damage to paintwork, but it does not make the vehicle immune to impact, scratches, staining, or environmental damage.

## 5. INSTALLATION-RELATED ISSUES

Warranty coverage applies to the Formula Solution film material only.

Any issues caused by installation technique, surface preparation, contamination, trimming, stretching, excessive heat, poor edge sealing, or incorrect application are the responsibility of the installer and are not considered a product warranty claim.

Examples of installation-related issues may include:

- Dust, dirt, or debris trapped under the film
- Installation marks, scratches, or squeegee damage
- Lifted edges caused by poor preparation or contamination
- Adhesive marks or stretch marks from installation
- Bubbling caused by trapped moisture, air, or improper installation
- Paint damage caused during removal or installation

Customers should contact their installer directly for concerns relating to installation workmanship

## **6. APPEARANCE AND MINOR VISUAL CHARACTERISTICS**

Due to the nature of TPU paint protection film, minor visual characteristics may be present and are not automatically considered defects

These may include:

- Minor peel texture
- Slight adhesive texture
- Minor stretch lines on complex panels
- Small specks or contaminants caused by the installation environment
- Slight variation in gloss, clarity, or finish depending on lighting and vehicle colour

Formula Solution will assess whether an appearance concern is caused by a genuine material defect or by installation conditions, external contamination, or normal product characteristics.

## **7. MAINTENANCE REQUIREMENTS**

To maintain warranty eligibility, the vehicle must be cared for according to Formula Solution's recommended aftercare guidelines.

Customers are required to:

- Wash the vehicle regularly using safe wash methods
- Remove bird droppings, bugs, sap, fuel, and other contaminants as soon as possible
- Avoid harsh chemicals, abrasive compounds, and aggressive solvents
- Avoid automatic brush car washes
- Avoid pressure washing too closely to film edges
- Use approved aftercare products where recommended
- Return to an approved installer if lifting, staining, or damage is noticed early

Failure to follow proper maintenance guidelines may result in reduced performance and may void warranty coverage.

## **8. WARRANTY CLAIM PROCESS**

To submit a warranty claim, the customer or approved installer must provide the following:

- Digital warranty record or proof of installation
- Vehicle details
- Installation date
- Installer details
- Clear photos and/or videos of the issue
- Photos showing the affected area and full panel
- Product batch, roll, or serial information where available
- Description of the concern and when it was first noticed

Formula Solution may request further information, inspection, or samples before approving a claim.

Claims will be reviewed by Formula Solution or an authorised representative to determine whether the issue is caused by a covered material defect.

## **9. WARRANTY REMEDY**

If a claim is approved, Formula Solution may provide one or more of the following remedies at its discretion:

- Replacement film for the affected area
- Repair support for the affected area
- Product credit or compensation based on the affected film amount
- Further assessment through an approved installer or authorised representative

Warranty remedies apply only to the affected area and do not automatically include full vehicle replacement.

Labour, removal, reinstallation, paint correction, coating, transport, vehicle downtime, or any indirect costs may not be covered unless approved in writing by Formula Solution.

## **10. IMPORTANT DISCLAIMER**

Formula Solution Clear PPF is a protective film designed to help reduce visible wear and damage to automotive paintwork. It is not a permanent or indestructible surface.

Warranty coverage does not apply where the issue is caused by misuse, poor maintenance, impact, environmental exposure, installation error, paint failure, or unauthorised product use.

This Warranty Policy should be read together with Formula Solution's official Warranty Terms and Conditions, Aftercare Guide, and any applicable installer documentation.

## **11. CONTACT AND SUPPORT**

For warranty support, customers should first contact the approved installer who completed the installation.

For further assistance, warranty records and claim information may be submitted through the Formula Solution digital warranty system or via the official Formula Solution support channels.