



CER AMIC PRO

WPPF

Windshield Protection Film Warranty Instructions

Ceramic Pro® WPF

Manufacturer Warranty

1.0 - CERAMIC PRO WPF WARRANTY PROGRAM

1.1 Ceramic Pro WPF Warranty

Ceramic Pro LLC warrants that for twelve (12) months or 12,000 miles (whichever comes first) the Ceramic Pro Windshield Protection Film (WPF), installed on clear and undamaged car windows is free of manufacturers defects such as yellowing, bubbling, cracking, and significant peeling.

The Warranty excludes damage caused by normal wear and tear, misuse, accidents, or misapplication. The Ceramic Pro WPF Warranty is valid from the date of purchase when all required maintenance is followed.

1.2 Warranty Terms & Conditions

The following general terms and conditions apply to any and all Ceramic Pro WPF Warranty Program products:

1. Warranty term begins from the date of purchase;
2. This agreement excludes vehicles used for commercial purposes at any time previous to, presently, or during the course of this Warranty period;
3. Initial application must be performed by a certified Ceramic Pro installer;
4. Any application, re-application, repair work or other work carried out on the film must be applied, reapplied, or repaired by a certified Ceramic Pro installer after claim approval from Ceramic Pro LLC;
5. Ceramic Pro LLC must be notified of any claim due to failure of product performance within 30 days of occurrence;
6. Vehicle must remain continuously registered and located within North America for the duration of the Warranty;
7. The vehicle's glass must have all imperfections such as chips, scrapes, etchings, etc. addressed before application to avoid visibility issues and to

improve adhesion;

8. It is the responsibility of the installer to register the Warranty. If the installer fails to register the Warranty and was active with Ceramic Pro LLC at the time of install, the vehicle owner may submit their paid invoice to have their Warranty registered. The invoice must list the Ceramic Pro service and be marked as paid. Ceramic Pro LLC cannot register Warranties without proper documentation.

2.0 - WARRANTY LIABILITY LIMITS AND INVALIDATIONS

2.1 General Liability Limitations

Ceramic Pro, LLC or its agents will not accept liability for:

1. Workmanship errors and faulty workmanship such as, but not limited to: debris under film, uneven edges, paint cuts, air/moisture pockets beyond normal, lifting not related to manufacturer defect;
2. Deterioration of factory-installed equipment or any other treated part of substandard specification, materials or workmanship by vehicle manufacturer, their dealership, third-party supplier or modifier, or professional detailers not authorized by Ceramic Pro LLC;
3. Hard water spots, swirl marks, marring, scratches, scuffs, scrapes, chips;
4. Pre-existing damage or deterioration;
5. Any claim for matters which are covered by vehicle manufacturers' Warranty;
6. Damage caused by manual or automatic wash brushes, abrasive cloths, sponges or materials, lifting from use of pressure washer or high-powered jets of water;
7. Damage caused by impact with a foreign object (i.e., chips, cracks);
8. Any special, incidental, consequential or punitive damages, including but not limited to lost profits, loss

of use, or inconvenience; and

9. Ceramic Pro WPF is to be used in compliance with all applicable laws, statutes, rules, regulations and ordinances ("Laws") of the applicable state, province, or local jurisdiction including, without limitation, tinted window laws. While many regions permit film that allows 70%+ of light through the windshield, it is the vehicle owner's responsibility to be aware of the laws in their local jurisdiction. Ceramic Pro LLC is not liable for any fines, citations, or legal repercussions resulting from an illegal film application.

2.2 General Warranty Invalidations

The Ceramic Pro WPF Warranty will be considered invalid if any of the following general conditions occur:

1. Neglect to maintain the vehicle according to the standards and techniques recommended by Ceramic Pro;
2. Damage caused by abrasive compounds, polishes, and third-party products;
3. Damage resulting from a collision or other vehicle accidents;
4. Damage or structural failure that occurs as the result of racing applications or willful abuse;
5. Damage, either accidental or malicious, including but not limited to fire, flood, extreme weather conditions, secondary effects that may result from the foregoing, or any other force majeure;
6. Damage caused by any alteration or modification to the vehicle glass surfaces;
7. Damage caused by vehicle manufacturer's defects;
8. Damage to the vehicle prior to product application;
9. Failure to adhere to any requirements listed under the terms and conditions of this Warranty;
10. Warranty is not valid on glass that is cracked, or that has significant or multiple blemishes; and

11. Only authorized installers are permitted to install and service any Ceramic Pro products. If a vehicle is found to have non-Ceramic Pro product, product obtained from a distributor other than Ceramic Pro LLC, or product applied by a non-Ceramic Pro installer, any Warranty will be voided.
12. Ceramic Pro WPF is to be used in compliance with all applicable laws, statutes, rules, regulations and ordinances ("Laws") of the applicable state, province, or local jurisdiction including, without limitation, tinted window laws. While many regions permit film that allows 70%+ of light through the windshield, it is the vehicle owner's responsibility to be aware of the laws in their local jurisdiction. Ceramic Pro LLC is not liable for any fines, citations, or legal repercussions resulting from an illegal film application. Any film application that does not comply with local laws is ineligible for Warranty

3.0 - 36-MONTH NON-WARRANTY REPLACEMENTS

During the 36 months following the original installation, if the vehicle owner would like to replace their WPF for a non-warrantable issue (glass replacement, chip, scratched film, etc.), unlimited replacements are offered at \$299 for each instance at a participating Elite Dealer, with a valid registered Warranty. Replacements do not extend the 36-month replacement period. After the 36 months have concluded, the cost of film replacement shall be the current market cost.

4.0 - MAKING A CLAIM

The following applies to making a claim for any product defects or failures:

1. Ceramic Pro agent must be notified of any failure of product performance within 30 days of occurrence via Warranty claim;

- Any application, re-application, repair work or other work carried out on the exterior painted surface must be applied, reapplied or repaired by an authorized Ceramic Pro agent after claim approval from Ceramic Pro;
- Prior to commencement of Warranty work or repair, the Warranty holder may be required to sign a pre-work liability waiver; and
- Once claim is approved, Warranty work must be completed within 30 days of authorization.

Warranty work/repair will depend on the products available at the time; if the same product is not available then a comparable product will be used. Only the specific failing product will be replaced.

Contact your vehicle insurer to ensure that any Ceramic Pro products and services are included in your insurance coverage. If the vehicle sustains damage and reapplication is required, contact Ceramic Pro LLC or your local agent to arrange any additional treatments at cost.

5.0 - WARRANTY LIMITS

In the event of a Warranty claim, this Warranty is limited to the following maximum amounts at Ceramic Pro LLC's option:

- Ceramic Pro, LLC or its agents shall arrange the necessary approvals for Warranty repairs and coating reapplication to be carried out, or;
- Pay the owner of the nominated vehicle a maximum amount of \$2,000.00 or the cost of coating application (whichever is less) in full and final settlement of the customer's claim under Warranty.

To make a claim, complete the submission form at:
<http://www.ceramicpro.com/Warranty-support/>

All required fields must be completed for claim to be considered valid. No other forms of claim submission will be accepted.

Warranty terms may be revised from time to time. The most current version is available at:
<http://www.ceramicpro.com/Warranty/>

Last updated: 8/2025

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