

2022

PPF Warranty Terms



WARRANTY PERIOD OF SKYFOL PAINT PROTECTION FILMS

Skyfol paint protection film	Warranty without online registration	Warranty with online registration
Nano Elite	5 years	12 years
Nano 1.0	3 years	7 years
Nano 2.0	5 years	10 years
Opti 2.0	5 years	12 years
Nano Satin	3 years	7 years
Nano Matt	3 years	7 years
PreCut	5 years	10 years
Wrap	3 years	7 years
Shadow	3 years	7 years



WARRANTY: The warranty period begins on the date of the invoice issued for the installation. The warranty applies only if installation is carried out on the original factory paintwork. The warranty is non-transferable and applies only to the original customer. In case of problems due to material defects, Skyfol undertakes to replace the material. The value of the claim shall not exceed the gross purchase price indicated on the invoice for the sale of the product. The warranty does not cover damage caused by improper use, accidents, improper installation and normal wear and tear of the product, neither dents caused by stones and road debris. Before installing the film on headlights, check local legal regulations that may vary by region.

EXPECTED DURABILITY: The expected durability of the film concerns the non-appearance of yellowing and surface cracks.



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SKYFOL PRODUCT CLAIMS:

- Make sure to check the film before use for any manufacturing errors, e.g. wrinkling. These problems mostly arise from faulty winding but material defects are also possible. These issues are immediately visible after opening the box. If you notice any problems, do not use the film! Take some good quality videos/photos of the affected area, put the roll aside, and inform us about the problem with a filled-in claim form. Pack the faulty roll carefully back to its original packaging and store it properly (e.g. pay attention to keeping the tension of the roll).
- The process is the same in the case problems arising during installation. Put the material aside and describe the process of installation in detail on the claim form, e.g. what kind of liquid you used to clean the surface before installation, and what application solution, tools, and techniques you used. Please document the problem with good quality videos and photos as well.
- In some cases, we may request a sample of the material in question for the assessment of your claim. If you have used the whole material, and the problem only appeared after installation, then please send good quality videos and photos where the defect is clearly visible. It is also important that these photos/videos show the entire claimed quantity. Sometimes we receive photos only of the car's hood when the customer wants to file a claim for the whole car.
- If you have a customer who wants to file a claim, ask them to proceed the same way as described above. Without going through the claim process, do not, under any circumstances, replace the material for them in advance.

OTHER IMPORTANT INFORMATION:

- The warranty is only applicable to the value of the material itself. Even if a claim is approved, we cannot refund the cost of installation, removal, or other related expenses.
- Once any kind of coating is applied to the installed SkyFol material, the warranty loses its validity. The only exception from this is STEK's specially developed products.
- Before applying any strong cleaning solution (e.g. bug or tar removers), make sure to test the liquid on a small film sample to see whether it causes any damage. This way, you can avoid damaging a larger amount of material.

THE CLAIM PROCESS:

- You need to fill in our SkyFol claim form. It has to contain the type and quantity of the claimed material, the date of purchase, the type of claim (replacement or credit), and a detailed description of the issue.
- The claim needs to be supported with videos if possible or at least with photos where the entire claimed quantity is clearly visible. Whenever possible, you should put aside some of the unused material because we might need it for inspection.
- If the issue is clearly a result of faulty material, then we either send a replacement or give you credit according to your request.
- We inspect the claim according to the claim form and the photos you send if necessary.
- During this process, we might ask for further information and proof, or the claim may be assessed on the basis of the available information.
- As soon as we know the results of the inspection, we inform you about it. In case the issue was not the result of a faulty material, we unfortunately cannot provide any compensation. If the assessment is successful, we either replace the faulty material or give you credit according to your request.

