

# Terms and Conditions - Tinting Experts

The following terms and conditions shall apply to all customers booking services with Tinting Experts. By going ahead with your booking, you hereby acknowledge and agree to the terms.

## 1. Professionalism

Tinting Experts has a zero-tolerance policy toward any kind of verbal or physical abuse against staff members. Any such behavior will be dealt with immediately, meaning that possible service cancellations may occur as well.

## 2. Service Hours

Service estimates, which can be given upon reservation, are used as approximations and subject to alteration based on the specifics of what is required in the work. Service may be delayed or extended if it's complex in nature.

## 3. Valuables and Vehicle Preparation

Customers will be required to remove all valuable items from the vehicle prior to drop-off. Tinting Experts is not responsible for lost or misplaced items. Vehicles also need to be clean before servicing and, in

## 4. Confirmations

Bookings are accepted subject to confirmation. Confirmation entails validation of customer details, the state of the vehicle, and availability. Tinting Experts has the right to cancel bookings or alter them as necessary at the sole discretion of the company.

## 5. Additional Services and Fees

Any work beyond the agreed booking will attract \$60/hour as a top-up fee. Such extras should only be accepted by clients before additional services are undertaken. There are at least 20% surcharges for jobs considered too dirty, bearing excessive pet hair or with dangerous chemicals.

## 6. Removing Old Film

Removal of old window film is not included in regular prices. Fees start at \$20 per window, depending on the condition of the film and glass. All applicable costs will be discussed before service begins.

## 7. Warranty and Liability

Tinting Experts give a limited lifetime warranty on all types of window tint installation, which is supported by the manufacturer of the film. The warranty does not cover defects in the product due to misuse or extraneous factors. That vehicle already had pre-existing tinting jobs and might also pose tough challenges; Tinting Experts cannot guarantee

## 8. Deposit

We charge a 50% deposit when the job is booked. In some cases the % of deposit may vary depending on the Job type and the wait time. Please note that the deposit is "NON REFUNDABLE" if you change your mind after 2 weeks of paying this deposit.

## 9. After-Care

Tints need up to 72 hours to completely cure the adhesive. Tinting Experts is not responsible for what develops after this period due to outside forces. What they complete, the customer must inspect at handover, else any claims afterward will not be entertained.

## **10. Quality Assurance**

Issues that arise regarding the presence of water bubbles, peeling, or visible dust particles will be adjusted and rectified free of charge if notified within a reasonable time frame. However, dust particles are an inherent part of the tinting process and do not warrant any adjustment under warranty.

## **11. Film Branding**

Some videos may include manufacturer logos or other branding. Every effort is taken to have these invisible, but the removal or reapplication fees for these marks will be charged to the customer.

## **12. Refunds**

Refunds, should it become necessary, will only be available for service charges. Material or product costs incurred in provision of the service are not refundable.

## **13. Wrapping Service**

Wrapping sometimes causes minor paint damage. This is owed to low quality original paint. Tinting Experts bears no responsibility for this

## **14. Issue Reporting**

After the 72-hour curing period, any problem is to be reported with photos or videos and received by email or WhatsApp for quick redress.