

MEP Films
Warranty Claim
Procedures

AUSTRALIA/NEW ZEALAND

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HOW TO DEAL WITH A FAILED PRODUCT COMPLAINT

The objective here is to ensure that ultimate customer satisfaction is achieved in a smooth and efficient manner.

When Fault is Observed Prior to or During Application

Step 1 - Do not use faulty product - contact the Warranty Claims Department who will verify claim and organise the return of the faulty product.

Step 2 - Raise an MEP Form 8A, take a photo of fault (if can be seen clearly) or collect A4 sample of faulty film and send to: MEP Films
- Australia Claims
Warranty Department
Level 9, 3 Nexus Court
Mulgrave Vic 3170
mepwarranties@mepfilms.com

On acceptance a credit will be issued for both the purchase price of film and any labour charges agreed to. See note 1 Below

When Fault is Observed After Application

Step 1 - Raise an MEP Form 8A, take photo of fault/or A4 film sample and send completed MEP Form 8A and photo/s of claim to warranty department.

MEP Films - Australia Claims
Warranty Department
Level 9, 3 Nexus Court
Mulgrave Vic 3170

mepwarranties@mepfilms.com

New Zealand Claims
Warranty Department
24A Tarndale Grove
Albany Auckland 0632
mepvicreception@mepfilms.com

Note: All claims sent to New Zealand will be forwarded to the Australian warranty department for processing.

All claims should expect to hear an outcome within a 4 week period once claim has been

NOTE 1:

When fault is observed Prior to or during Installation the warranty entitlement will only ever relate to the value of the failed product and will not include any labour component.

HOW TO COMPLETE AN MEP FORM 8A WARRANTY CLAIM REPORT

The objective of the MEP FORM 8A warranty claim report is to get the maximum amount of data with the minimum of fuss. Claims that have good support data will process quickly. Claims without adequate data but still have full customer contact details should also process quickly via personal verification.

The following information addresses each 'section heading' found in the Warranty Claim portion of the FORM 8A. This has been done to help with the collection of as much accurate information as possible. These notes should be read in conjunction with the FORM 8A attached to the end of this section.

1) MEP CUSTOMER DETAILS (Tinter)

	The objective here is to: (a) Clearly establish where the Claim is coming from (b) Who actually raised the Claim
Debtor Code: found	(An Accounting Code given to the MEP customer. Usually on their Statements)
Claim Number:	(A MEP's customer number used by them for the recording & tracking of their claim)
Trading Name:	(Tinter's business name.)
Contact Name:	(Individual who filled out the FORM 8A)
Contact Phone Number:	(Home, Work or a Mobile. Whichever will most readily reach the Tinter Contact Name - Business Card, etc.)

2) CUSTOMER DETAILS (End User)

	The objective here is to: (a) Ensure that adequate information is available to readily enable direct contact with the product owner for verification purposes. This single section of information can help speed up processing of a Claim considerably.
Name:	(This could be an individual, a company, a government department or an auto dealership)
Address:	(Where product is available for inspection)
Contact Name:	(The individual who can verify that warranty work has been done or who can confirm arrangements for warranty work to be done or an inspection to take place)
Contact Phone Number:	(Home, Work or a Mobile. Whichever will most readily reach the customer Contact Name)
Purchase / Order No.:	(If available in lieu of a warranty card)

3) PRODUCT DETAILS

	The objective here is to: (a) Clearly identify the product. Apart from the manufacturers need to know that it is actually their product, this information also helps establish whether the problem is a “one off” or a production line problem.
M.E.P Product Code:	(Product Code)
Lot No. or Serial No.:	(Manufacturers product identification number - or any other reference details, if any)
Total Area Claimed:	(For failed material, claim should detail width, length and total area being claimed)
Other Details:	(Provide any other information to help identify the product which will speed up the processing of the Claim)

4) WARRANTY CLAIM / CUSTOMER COMPLAINT DETAILS

The objective here is to:

- (a) Ensure that Claims are not rejected or delayed because the terminology used is not acceptable to the manufacturer.
Take special care that the information given is correct.

Date Original Product Fitted: (Self Explanatory)

Date Product Refitted: (Self Explanatory)

Description of Claim / Complaint: Use the following primary categories:

Film: After Application

If the reason for the Claim is due to bubbling, rippling, crazing or blistering - write only the words - **Adhesive Failure.**

If the reason for the Claim is due to orange peel characteristic – write only the words – **Distortion from inside causing safety hazard.**

Other - describe fully.

Film: Prior to or During Application:

If the reason for the claim is due to hair, spotting, or severe curling - write only the words - **Fault in manufacture – Hair or Spotting or Severe Curling.**

5) VEHICLE DETAILS

	The objective here is to: (a) Clearly identify the vehicle to which the product has been applied (b) Help confirm that it is the manufacturer's product (c) Establish original ownership.
Make and Model:	(For example - Holden Commodore)
Registration or VIN No.:	(Whichever is most readily available)
Warranty Card No.:	(Issued at the time of the original installation. If warranty card available copy will be adequate. If no warranty card is available then evidence of the purchase of tinting is required eg: copy of original or any other evidence available.)

6) TINTER'S VERIFICATION SIGNATURE

Tinter to sign the MEP FORM 8A under this heading acknowledging that to the best of his / her knowledge, the information supplied is true and correct)

WARRANTY CLAIM REPORT

(To be completed by MEP Customer for each Warranty Claim)

1) MEP CUSTOMER DETAILS (TINTER)	Debtor Code..... Claim No.....
Trading Name: Contact Name: Telephone: (W) (M) (H)	
2) CUSTOMER DETAILS (End User)	
Name: Address: Telephone: (W) (M) (H) Purchase Order No.:	
3) PRODUCT DETAILS	
MEP Product Code: Lot No. or Serial No.: Total Area Claimed: Other Details:	
4) WARRANTY CLAIM / CUSTOMER COMPLAINT DETAILS	
Date Original Product Fitted: Date Product Refitted: Description of Claim / Complaint: Location of Claim / Complaint:	
5) VEHICLE DETAILS (If applicable)	
Make / Model: Registration / VINNo: Warranty No.:	
6) TINTER'S VERIFICATION SIGNATURE	
I acknowledge that the above information is true and correct. Signed: Date: (Print Name)	
R/ID - 3C/08052019/W.AF.M~AU	

**WHAT NEEDS TO BE ATTACHED TO A FORM 8A
WARRANTY CLAIM REPORT**

When Fault is Found After Installation

Step 1. **Evidence of Warranty**
Copy of Original Warranty **OR** MEP copy of Original Invoice **OR** copy of Original Purchase Verification Statement **OR** Purchase Order must be stapled to a FORM 8A. **Customer (end user) should sign any copy of an original document to verify that it is a true copy.**

Step 2. **The Rework Invoice (items)**
This Invoice or any document of release / delivery, must be signed by the customer to verify what warranty work has been done and must be stapled to a FORM 8A.

Step 3. **Faulty Product**
To enable the fault to be identified, an A4 sized piece of faulty product - plus any other substantiating information, such as photographs - must be attached to the MEP Form 8A – Warranty Claim Report.

A signed copy of an original MEP Films Warranty Form must be stapled to the Form 8A.

NOTE: If customer has no MEP Films warranty, then the customer will be required to supply the following:

- 1) An original copy of a document showing payment – such as an invoice from the Installation Company and proof of payment of the invoice.
- 2) The completion of the Form 8B – ORIGINAL PURCHASE VERIFICATION STATEMENT.

NOTE: This is a legal document; falsifying information will lead to legal action.

When Fault is Found Prior to or During Installation

Step 1. **Evidence of Purchase**
Tinter must provide details of the product purchase.

Step 2. **Faulty Product**
A Form 8A – Warranty Claim Report must be raised with the total quantity of failed product entered as specified under the heading “Product Details”.

WARRANTY ENTITLEMENTS - LLumar

After Installation: (when fault observed some time after film installed)

Effective 1st July 2000

Product	Period of Warranty	Tinter's Entitlement		
Automotive	As per warranty term as shown on warranty card issued with product.	Vehicle Section	Sedans - Inclusive of GST	Wagons - Inclusive of GST
		Whole	220.00	250.00
		W/Ups	40.00	40.00
		Quarter	25.00	25.00
		Rear	100.00	85.00
Fix/side	40.00	40.00		
Residential & Commercial	As per warranty term as shown on warranty card issued with product.	Value of film replaced at NO charge to Tinter, plus a labour charge of \$1.85 ft ² /\$19.91m ² (GST exclusive) for strip and retint.		

Pre July 1st 2000

Product	Period of Warranty	Tinter's Entitlement
Automotive	As per warranty term as shown on warranty card issued with product.	1) Film installed prior to September 1993 - \$140.00 full car film and labour 2) Film installed between 1993 and September 1996: a) If flat rate claimed \$160.00 full car film and labour: Or b) Full invoice value if applicable and subject to conditions. 3) Film installed between Oct '96 – 1 July '00 \$160.00 Pro rata for part vehicle
Residential & Commercial	As per warranty term as shown on warranty card issued with product.	Value of film replaced at NO charge to Tinter, plus a labour charge of \$1.85 ft ² /\$20.00m ² (GST inclusive) for strip and retint.

Warranty Automotive - Entitlements Madico

The following is a comprehensive summary of the Madico, Inc. product warranty coverage for Madico® and Sun-Gard® brand window films sold in Australia and New Zealand. All warranties are non-transferable (for the original owner only).

For more information, please contact your international sales or customer service representative at Madico in St. Petersburg, Florida (USA).

I. AUTOMOTIVE FILMS

Madico® Automotive Films

10 YEAR AUTOMOTIVE FILM LIMITED WARRANTY

Madico, Inc. warrants the following professionally installed Madico® automotive window films against peeling, cracking, adhesive failure, delamination, and demetallization for a ten (10) year period:

- *Ceramic, Charcool ("CH"), Onyx, Black Pearl NR, Black Pearl HP, and Black Pearl Nano-Ceramic series*

This warranty does not cover change in color or fading, defined as the film gradually becoming lighter or shifting color hues, or installations that violate vehicle tinting laws, or any problems due to poor or faulty installation.

Sun-Gard® Automotive Films

10 YEAR AUTOMOTIVE FILM LIMITED WARRANTY

Madico, Inc. warrants the following professionally installed Sun-Gard® automotive window films against peeling, cracking, adhesive failure, delamination, and demetallization for a ten (10) year period:

- *Endurance and Perform-X series*

This warranty does not cover change in color or fading, defined as the film gradually becoming lighter or shifting color hues, or installations that violate vehicle tinting laws, or any problems due to poor or faulty installation.

7 YEAR AUTOMOTIVE FILM LIMITED WARRANTY

Madico, Inc. warrants the following professionally installed Sun-Gar@d automotive window films against peeling, cracking, adhesive failure, delamination, and demetallization for a seven (7) year period:

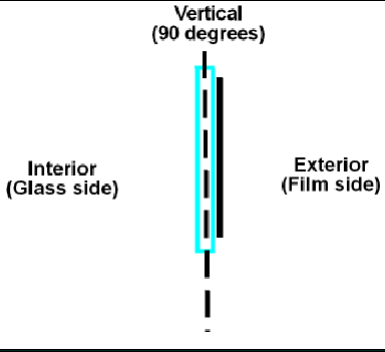
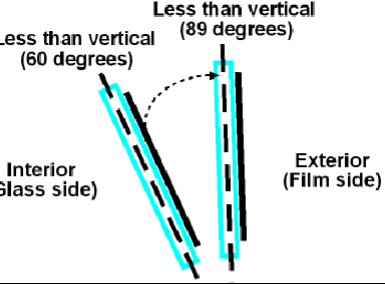
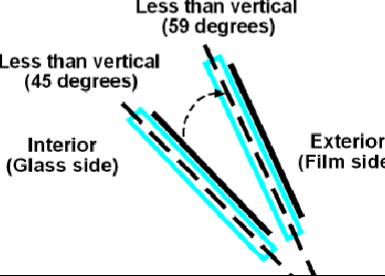
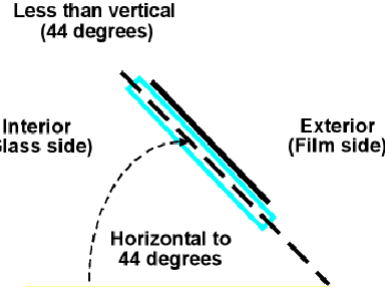
- *GP MAX series*

This warranty does not cover change in color or fading, defined as the film gradually becoming lighter, or installations that violate vehicle tinting laws, or any problems due to poor or faulty installation.

Full Car	\$200
Rear screen	\$80
Side Window	\$30
¼ Windup	\$20

GST included in above figures.

Warranty Architectural Process and Entitlement - Madico

Type of Installation	Duration of Warranty Coverage
 <p>Vertical (90 degrees)</p> <p>Interior (Glass side)</p> <p>Exterior (Film side)</p>	<p><u>Vertical Installation</u></p> <p>Madico, Inc. warrants its professionally installed and sealed Madico® 4 mil Clear, 7 mil Clear, Solar Grey, Soft Bronze, Starlite, and Reflective Silver EXTERIOR films against peeling, cracking, adhesive failure and delamination for a period of three (3) years from the date of original installation.</p>
 <p>Less than vertical (89 degrees)</p> <p>Less than vertical (60 degrees)</p> <p>Interior (Glass side)</p> <p>Exterior (Film side)</p>	<p><u>Less-than-vertical installation (60° to 89°)</u></p> <p>Madico, Inc. warrants its professionally installed and sealed Madico® 4 mil Clear, 7 mil Clear, Solar Grey, Soft Bronze, Starlite, and Reflective Silver EXTERIOR films against peeling, cracking, adhesive failure and delamination for a period of two (2) years from the date of original installation.</p>
 <p>Less than vertical (59 degrees)</p> <p>Less than vertical (45 degrees)</p> <p>Interior (Glass side)</p> <p>Exterior (Film side)</p>	<p><u>Less-than-vertical installation (45° to 59°)</u></p> <p>Madico, Inc. warrants its professionally installed and sealed Madico® 4 mil Clear, 7 mil Clear, Solar Grey, Soft Bronze and Starlite, and Reflective Silver EXTERIOR films against peeling, cracking, adhesive failure and delamination for a period of two (2) years from the date of original installation.</p>
 <p>Less than vertical (44 degrees)</p> <p>Interior (Glass side)</p> <p>Exterior (Film side)</p> <p>Horizontal to 44 degrees</p>	<p><u>Less-than-vertical installation (Horizontal to 44°)</u></p> <p>Madico, Inc. warrants its professionally installed and sealed Madico® 4 mil Clear, 7 mil Clear, Solar Grey, Soft Bronze and Starlite, and Reflective Silver EXTERIOR films against peeling, cracking, adhesive failure and delamination for a period of one (1) years from the date of original installation.</p>

IV. SAFETY & SECURITY

FILMS Madico® Safety Films

10 YEAR CLEAR AND SOLAR CONTROL SAFETY & SECURITY FILM WARRANTY

Madico, Inc. warrants its professionally installed Madico® Clear and Solar Control Safety & Security Window Films against peeling, cracking, adhesive failure delamination and demetallization for a period of ten (10) years from the date of original installation. This warranty does not cover problems due to poor, faulty, or non-recommended installation.

V. WARRANTY COVERAGE DISCLAIMER – ALL PRODUCTS

There are no warranties which extend beyond the description on the face hereof, nor are there warranties of fitness for a particular purpose or merchantability applicable to the products. This manufacturer’s warranty does not cover improper or poor installation of the products. In no event shall the manufacturer be liable or responsible for any loss or damage including, without limitation, direct, indirect or consequential damages, except as expressly set forth herein. This limited warranty is made in lieu of all warranties, expressed or implied, and is void if the product has been subject to abuse, improper installation and/or care. This warranty gives you specific legal rights and you may also have other rights which vary by country, region, state, prefecture, province, county or city.

Madico, Inc. assumes no responsibility for import costs of landed materials that include and are not limited to customs duties, demurrage, taxes, or transfer costs on claimed or replacement materials.

VI. INTERNATIONAL WARRANTY CLAIM PROCEDURES – ALL PRODUCTS

(A) Out-of-Box / Uninstalled Film Claims – All Products

Claims on unsold, uninstalled, or out-of-box material shall be submitted to Madico, Inc. within one (1) year of the date of the original invoice under which the materials were purchased. We reserve the right to refuse or deny claims submitted after one (1) year past the invoice date.

REQUIRED INFORMATION – ALL PRODUCTS

Complete and accurate information is necessary in order for Madico, Inc. to identify the core cause of quality non-compliance. This information includes the following, the details of which can be located on either the box or core label of the claimed material:

Film Description – such as “Charcool 20 PS SR”, SG 35 DA SR”, etc.

Part Number – numeric descriptor such as “192060/36”, “300450-60100M,” etc. Width – such as “60 inches”, “1525 mm”, etc.

Quantity of Film Claimed – “10 rolls”, “3 square meters”, etc. Master

Roll Number – “302681-1”, “2000555-“, etc.

Invoice Number (or Date of Purchase/Shipment)

Description of Defect(s) – such as “liner is difficult to remove”, “scratches”, etc.

Location (on the Roll) of the Defect Claimed – such as “occurs 10 meters into roll”, etc.

Frequency of the Defect – such as “repeats every 15 cm,” etc.

SAMPLE OF CLAIMED MATERIAL – ALL PRODUCTS

Samples of claimed materials are necessary in order for Madico to see what the customer has observed. Samples also may enable Madico to identify the core cause of the defect.

Madico will direct the customer to submit one sample (A4 or 8.5” x 11” size) of each defect by master roll to:

Madico, Inc.
2630 Fairfield Avenue South St.
Petersburg, FL 33712 U.S.A.

Attn: Quality Control / Claims Department

DESCRIPTIONS OF POSSIBLE DEFECTS – ALL PRODUCTS

Madico Window Films classifies defects under the following codes, examples of which are on file and available to customers on request:

Contamination (dust, dirt, hair, fibers) Curl c(in excess of acceptable standards) Delamination (separation of layers) Demetallization (oxidation of metal)

Distortion/Haze (cloudy or foggy appearance prior to application) Streaks (wavy or rippled appearance – not wrinkles)

Physical Damage – such as wrinkled or creased edges

Impressions or Dimples

Iridescence (“rainbow” effect in excess of accepted industry standards) Scratches (if determined to be result of manufacturing process)

Wrinkles (that do not mount out after installation, and due to production process) Other (none of the above)

(B) Post Application / Installed Film Claims – All Products

In addition to the information required for out-of-box claims, Madico will require information specific to the consumer and job site for claims pertaining to installed film (i.e, film applied to glass). This information will include:

Address and Contact Details of End-User (Consumer) Address
and Contact Details of Installation Dealer
Film Type (Product Description), Quantity (Sq. Ft.) and Roll Number Digital Photos of
Job Site and Visibly Defective Material (on Request) Sample(s) of Removed Material with Visible
Defect
Additional Details as Requested by Madico

VII. REIMBURSEMENT FOR VALID CLAIMS – ALL PRODUCTS

Madico, Inc. will reimburse valid warranty claims upon receipt of product description, master roll number, description and validation of defect, validation of quantity affected by defect, evaluation of defective samples (pieces, or partial or complete rolls). Madico, Inc. reserves the right to require the preapproved return of the material being claimed as defective, prior to issuing credit memo reimbursement to the customer. Reimbursement value is based on the established distributor purchase price, and will be calculated by unit price (USD per Sq. Ft.) and quantity (total Sq. Ft.) of defective material.

(A) Out-of-Box / Uninstalled Film Claims – All Products

If a claim is found to be valid after review, for product defects found “in the box” (prior to installation), Madico, Inc. will post a credit to the customer’s account in the amount of the distributor purchase price for the quantity of defective film.

(B) Post Application / Installed Film Claims – All Products

If a claim is found to be valid after review, for product defects found “post application” (film installed on glass) and within the previously defined Madico® and Sun-Gard® coverage terms, then Madico, Inc. will post a credit to the distributor’s account according to the following schedule:

Interior Application – Automotive / Architectural

- Architectural: Up to a maximum of two (2) times the distributor purchase price for the quantity of defective film.

Exterior Application – Architectural Only

- Up to one (1) years from date of installation – up to a maximum of two (2) times the distributor purchase price for the quantity of defective film.
- Between one (1) year and two (2) years from the date of installation – up to a maximum of one and a half (1.5) times the distributor purchase price for the quantity of defective film.
- Beyond two (2) years from the date of installation – up to a maximum of one (1) times the distributor purchase price for the quantity of defective film.

OTHER CONDITIONS

1. Warranty Claim credits for film products are provisional until liability is officially accepted by Eastmans and Madico.
2. The FORM 8A Warranty Claim Report is a request for credit against product the tinter has already purchased. **Therefore invoices should not be raised by the Tinter against MEP in relation to Warranty Claims as they will not be accepted nor recognised.**
3. All approved Warranty claims will have an MEP Credit Note raised and will be credited against the Tinter's current month's trading account balance.
Tinters must not deduct any outstanding warranty claims from trading account payments.
4. **Warranty claims must not be more than 30 days old when received by the relevant MEP Regional Office/Warehouse.**

SUMMARY OF CLAIM PROCEDURE

1. No Residential/Commercial Film Rework is to commence prior to approval by the MEP Films warranty department.
2. Raise a Form 8A.
3. Ensure the Form 8A is completed correctly and signed off by the relevant personal - refer to "How to complete a Warranty Claim".
4. Provide evidence of warranty.
5. Provide faulty product – Photo of fault or a section of sufficient size (A4 approx.) of relevant film to enable fault to be identified.
6. Unless otherwise requested by the MEP Films Warranty Department, all failed product together with all relevant paperwork attached to the Form 8A should be returned to the Regional Office marked to the attention of the MEP Films Warranty Department.

WHERE TO SEND FAILED PRODUCT

All failed product together with all the relevant paperwork and attached to the FORM 8A, should be returned to the MEP Films Warranty Department.