

WARRANTY

SmartPro Glass warrants that Smart Glass and Self Adhesive Film products should be free from defects, assuming normal use and correct installation for a period of 2 years from the date of installation unless otherwise stated.

Film Quality: It must be noted that manufacturing process of the smart film means that the PET (Poly Ethylene Terephthalate) surfaces can be exposed to very minor surface scratching which is not covered by the warranty. There may also be very slight variations in the thickness of the liquid crystal over the surface area during the coating process; this is not classed as a fault and falls within the scope of our manufacturing tolerances.

Haze: Smart Glass products are not as optically clear as standard float glass. Some degree of haze will always appear due to the nature of the product. All PDLC (Polymer Dispersed Liquid Crystal) smart glass and film has some degree of haze and this is not a reason in itself for rejection or a refund.

To ensure the safe and proper operation of Smart Glass and Smart Film it must be installed by a qualified installation team and should be delivered, handled, protected, cleaned and used in compliance with the requirements set out in our technical guidelines.

Exclusion:

Excluded from the warranty provided by SmartPro Glass are defects, breakage or failure of a product due to:

- Improper or negligent use of the product;
- An alteration or modification not made by SmartPro Glass;
- Faulty installation, if the product was not installed by SmartPro;
- The use of sealants or chemical components
- Alternation, application, or attachment of unapproved materials and coating;
- Exposure of the system, glass, film or any other component of the sold product to an electrical surge;
- Electrical work, electrical wiring or electrical integration systems that were inadequate and/or not specified or previously approved by SmartPro Glass;
- Abusive use of the product, an external cause, the act of a third party, a natural catastrophe and, generally, any event of force majeure.
- Warranty not transferable: The warranty hereunder is provided by SmartPro exclusively to the Client and cannot be transferred to a subsequent acquirer of the product.