

WOT Films Limited Product Guarantee

1 Provider and eligible installer

Wide Open Throttle Films (WOT Films or “WOT”) provides this Limited Product Guarantee to eligible installers purchasing genuine WOT film. Claims contact: sales@wotfilms.com or 210-560-0808. Effective for purchases on or after September 19, 2026, when these terms are supplied with the sale. The dated terms supplied with an earlier purchase remain controlling for that purchase.

The eligible claimant is the installer business that originally purchased the film from WOT or a WOT-authorized seller for installation in its customer’s vehicle or boat in the United States. The installer must substantiate its purchase and the affected roll. Replacement film is provided to that installer. A distributor buying only for resale is subject to its separate supply terms.

The installer’s rights under this guarantee are nontransferable without WOT’s written agreement, except as required by law. It is not a separate direct replacement promise to the vehicle or boat owner. Installer workmanship guarantees, refunds and customer commitments are the installer’s responsibility and do not bind WOT without WOT’s written agreement. Existing WOT consumer warranties and independently enforceable rights are not withdrawn.

2 Products and coverage periods

Product	Application	Period
Redline	Automotive gloss PPF	15 years
Gridlock	Automotive gloss PPF	10 years
Phantom	Automotive matte PPF	10 years
Forged	Automotive matte PPF	8 years
Rev, Shield, Velocity	Automotive window tint	Lifetime as defined below
Tsunami	Above-waterline marine PPF	5 years

For installed film, periods begin on the documented original installation date. Lifetime tint means the period during which the installer’s original customer continues to own the vehicle on which that tint was first installed. It does not mean the lifespan of the installer business or coverage for successive vehicle owners. This duration measures the installer’s claim eligibility; it does not transfer the guarantee to the customer. Fixed-term coverage runs for the stated years on the original installation, subject to these terms.

Products not listed above, including architectural film, vinyl, black PPF and windshield protection film, require separate terms. Uninstalled film with a suspected manufacturing defect should be isolated and reported promptly with its roll number and purchase evidence before cutting or installation. WOT will assess the affected material under the applicable purchase terms and law; the table is not a storage-life specification. Do not knowingly install visibly defective film.

Covered defects and general exclusions

3 What this guarantee covers

Subject to the terms below, WOT warrants the film against manufacturing defects in its materials or manufacture that cause the listed failures during the applicable period, when the film is correctly installed on a suitable surface and used and maintained in accordance with WOT's written instructions supplied for that product.

- Automotive PPF and Tsunami Marine PPF: yellowing of the film itself, cracking or splitting of the film, separation between film layers, and bubbling, peeling or loss of adhesion caused by a manufacturing defect.
- Automotive window tint: abnormal discoloration or fading of the film, cracking, separation between film layers, and bubbling, peeling or loss of adhesion caused by a manufacturing defect.

These symptoms are covered only when attributable to a manufacturing defect, rather than an excluded cause. WOT will assess the submitted evidence and explain its determination. Self-healing, hydrophobic, stain-resistance and scratch-resistance descriptions do not promise permanent surface performance or immunity from damage; separately enforceable product representations and statutory rights are not disclaimed.

4 Damage caused by outside events

This guarantee does not cover damage or failure to the extent caused by the following events. The occurrence of an event does not, by itself, cancel coverage for an unrelated manufacturing defect.

- Natural disasters and extraordinary natural events, sometimes called acts of God: hurricanes, tornadoes, severe storms, floods, storm surge, hail, lightning, earthquakes, volcanic activity, wildfire, falling trees and windborne or waterborne debris.
- Human-caused events: terrorism, war or armed conflict, sabotage, riots, civil unrest, vandalism, theft-related damage, intentional damage, arson and explosions.
- Accidents and physical damage: collisions, rock or road-debris impacts, punctures, cuts, gouges, scraping, abrasion, crushing, fire, and excessive heat from an external source.

5 Installation and surface conditions

Damage caused by improper preparation, contamination, trapped installation debris, excessive stretching or installation heat, tool cuts, incorrect installation methods, or failure to follow supplied product instructions is excluded. WOT's film guarantee does not pay for an installer's workmanship errors.

Damage caused by an unsound or incompatible surface is excluded, including loose or failing paint, clear coat, gelcoat or coatings; corrosion; uncured repairs; and adhesion failure of an underlying finish. A repaired or repainted surface is not automatically disqualified; the exclusion applies when its condition causes the claimed damage. Glass breakage or defroster damage is not itself a covered film defect. Legally protected claims remain subject to Section 12.

Use care and marine conditions

6 Maintenance misuse and wear

Damage caused by abrasive pads or compounds, scraping, aggressive polishing, incompatible chemicals, unapproved chemical treatments, pressure washing directed at film edges, misuse, neglect, or failure to follow the supplied cleaning and curing instructions is excluded. Installing a coating or using a third-party service does not automatically void coverage; the treatment or service must cause the excluded damage.

This guarantee does not cover ordinary surface wear, consumable protective damage from impacts or abrasion, or contamination deposited on the film that is not a manufacturing defect. Surface staining or discoloration caused by spilled chemicals, fuel, oil, exhaust, mineral deposits or other contaminants is excluded when the external substance causes the damage. Manufacturing-related discoloration remains subject to Section 3.

The film is a protective layer, not a guarantee that the vehicle, boat, glass, finish or occupants cannot be damaged. Scratches that penetrate the film, punctures and impact marks are not covered merely because the product is described as self-healing or protective.

7 Additional conditions for Tsunami Marine PPF

Tsunami coverage applies to suitable, approved above-waterline gelcoat or painted marine surfaces. Confirm surface suitability and coverage areas before installation. The five-year period and film-only remedy apply. Tsunami is not an antifouling treatment, underwater hull coating, structural repair or replacement for sound gelcoat or paint.

Marine damage is excluded to the extent caused by:

- Grounding, collision, dock contact, trailer bunks or rollers, lifting slings, straps, ropes, fenders, anchors, fishing gear, sand or other physical abrasion or impact.
- Application below the waterline or in an area intended for continuous immersion; flooding or sustained submersion; or marine growth and its removal.
- Fuel or solvent spills, incompatible hull cleaners, acid or alkaline treatments, sanding, polishing or pressure-washing practices that damage the film or lift its edges.
- Failing gelcoat, paint or repairs; water intrusion or blistering originating in the underlying surface; corrosion; and structural movement or damage that causes film failure.

Normal sunlight, saltwater spray, rain and incidental splashing during ordinary above-waterline use are not, by themselves, excluded causes. This preserves coverage for a qualifying film defect during the environment for which Tsunami is sold. Installing film over a high-contact area does not turn wear or impact damage into a manufacturing defect.

8 Care and mitigation

Use the written care and installation instructions applicable to the product at the time of installation. Do not improvise numerical pressure, temperature, distance, curing-time or chemical limits. Obtain those specifications from WOT before use. Contact WOT when damage is discovered and take reasonable steps to avoid further damage. Only additional damage caused by an unreasonable failure to mitigate may be excluded on that basis, subject to applicable law.

Roll identification and claim review

9 Mandatory product roll identification

Every claim must identify the original WOT product roll identification number for the affected film. A product name, photograph, invoice or installer statement alone does not substitute for that number. A lot or batch number supplements the roll number unless WOT's original labeling system uses that identifier as the product's roll identification.

Before installation, the installer must record the original roll identifier, retain a legible roll-label photo, and link the roll to its purchase invoice, customer job, installation date, vehicle or boat and installed areas. Give the customer the applicable care instructions. When several rolls are used, map each roll to its installed area. For uninstalled material, retain the original label and identify the defective portion.

If the identifier is missing, WOT will specify the missing information and allow the installer to retrieve it from original labels, inventory, purchase or WOT records. The roll identifier remains mandatory for approval under this guarantee, except where prohibited by law. This condition does not extinguish statutory rights or retroactively change earlier terms.

Knowingly fabricated or materially altered records may result in denial of the affected claim, with the reason documented. An honest clerical error may be corrected with verifiable records; it does not automatically void unrelated coverage.

10 How the installer submits a claim

1. The purchasing installer must submit the claim to sales@wotfilms.com or call 210-560-0808. Identify its business and contact person. Customer communications may support investigation but do not substitute for the installer's claim or create direct benefits under this guarantee.
2. Supply the product name; mandatory original roll identifier; installer purchase invoice; installation record and date; vehicle or boat identification; photos; affected dimensions; date first noticed; and description of the issue. Marine claims must identify the surface and whether it is above the waterline. For uninstalled material, provide purchase and storage records and photos instead of installation details.
3. Keep the affected film available. Contact WOT before removal, disposal or replacement so WOT can give reasonable inspection or sample instructions. Necessary emergency measures to protect people or property do not automatically void coverage; preserve photographs and available evidence when safe. Missing evidence may affect a determination only to the extent it prevents reasonable verification, subject to law.
4. WOT will acknowledge receipt within five business days, identify missing information, and issue a written decision within 30 calendar days after receiving the reasonably necessary records and any requested sample or inspection results. If additional technical analysis is needed, WOT will explain the reason and give an updated decision date. WOT will not require unnecessary evidence to delay a claim.
5. Written approval must identify the covered area and replacement film. A denial must state its factual reason and applicable provision. The installer may request reconsideration with additional evidence; WOT will respond within 15 business days of receipt. These steps do not shorten statutory deadlines or require surrender of legal rights.

Replacement remedy and legal rights

11 Replacement film only

For an approved claim, WOT will supply replacement film to the purchasing installer for the verified defective quantity or installed area, including reasonable material allowance. If a patch is not reasonably usable, replacement is limited to the smallest continuous installed section reasonably needed for the repair. One affected section does not entitle the installer to an entire roll, vehicle or boat replacement. Duplicate recovery for the same material is not permitted.

If the original product has been discontinued or is unavailable, WOT may supply a reasonably equivalent product with comparable intended use, finish and performance. WOT does not promise a perfect match to aged or weathered adjacent film. WOT will identify any material difference before shipment. This clause does not permit an unusable substitute or eliminate any remedy required by law.

Replacement covers film material only. This written guarantee does not reimburse removal, preparation, reinstallation, installer labor, routine inspection charges or travel. WOT pays reasonable standard shipping for approved replacement film and for samples WOT requests, using a prepaid method or reimbursement agreed before shipment. Unapproved express shipping and elective charges are not reimbursed unless required by law. Do not ship a whole roll, removed material or samples until WOT provides instructions.

Replacement does not restart or extend the original coverage period. Replacement film is covered for the unexpired original term; lifetime tint retains the customer-ownership duration defined in Section 2. Record the replacement roll identifier and link it to the original approved claim. No removal or installation labor is reimbursed.

To the extent permitted by law, replacement film is the exclusive contractual remedy under this Limited Product Guarantee. No limitation applies to the extent it is prohibited by law or the limited remedy fails of its essential purpose. Statutory remedies are preserved.

12 Limits and rights retained

TO THE EXTENT PERMITTED BY APPLICABLE LAW, WOT IS NOT LIABLE UNDER THIS LIMITED PRODUCT GUARANTEE FOR INCIDENTAL OR CONSEQUENTIAL LOSSES, INCLUDING LOSS OF USE, RENTAL OR SUBSTITUTE VEHICLE COSTS, TOWING, HAUL-OUT OR STORAGE CHARGES, LOST TIME, LOST PROFITS OR REVENUE, OR DAMAGE TO PAINT, GELCOAT, GLASS OR OTHER PROPERTY. This limitation does not exclude liability that cannot lawfully be excluded, including applicable personal-injury liability or liability for fraud or other legally non-excludable conduct.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This guarantee gives you specific legal rights, and you may also have other rights which vary from State to State.

This installer guarantee does not disclaim implied warranties or shorten their duration. Applicable law controls. No mandatory arbitration, class-action waiver, exclusive forum or shortened lawsuit deadline is imposed. The installer remains responsible for its own workmanship, advice and customer promises; this does not shift WOT's legally imposed obligations to the installer.

Dealers and installers cannot change WOT's obligations without an authorized written commitment from WOT. This does not negate independently enforceable representations or statutory rights. Later website edits do not retroactively reduce a warranty supplied with an earlier purchase. If a provision is unenforceable, the remainder applies only to the extent lawful and consistent with the warranty's purpose.