

Sunshield Window Film Ltd

Terms and Conditions

1. Scope of Work

Sunshield Window Film Ltd ("the Company") agrees to supply and install window film products as detailed in the project quotation or order form. No additional work is included unless specifically stated in writing.

2. Client Responsibilities

The client must ensure that all work areas are clear of furniture, personal items, and furnishings before installation begins. It is advised that the client has the windows and frames cleaned prior to installation (see Note 7).

3. Product Selection & Client Responsibility

Sunshield Window Film Ltd will use its professional knowledge and experience to recommend suitable window film products based upon the information provided by the Client, any site survey undertaken, the intended application and the manufacturer's technical guidance.

To assist with product selection, the Company may provide:

- Manufacturer brochures;
- Technical data sheets;
- Product specifications;
- Sample materials;
- Photographs and videos of previous installations;
- Demonstration images; and
- Other product literature.

These materials are supplied for guidance only.

The Client acknowledges that every property, glazing system and installation environment is different. The appearance and performance of window film may vary depending upon numerous factors including:

- Glass type and specification;
- Single, double or triple glazing;
- Laminated, toughened or Low-E glass;
- Existing window coatings;
- Window orientation;
- Internal and external lighting;

- Interior décor;
- Weather conditions; and
- The age and condition of the glazing.

Accordingly, photographs, videos and examples of previous installations are provided solely for illustration and do not guarantee identical results at the Client's property.

While the Company will provide professional advice and recommendations, the final selection of window film remains the Client's responsibility.

By accepting the quotation, the Client confirms that they have:

- Received sufficient information regarding the available products;
- Had the opportunity to ask questions;
- Reviewed the literature, specifications, samples or images provided;
- Understood the characteristics and intended performance of the selected product; and
- Chosen the product they wish the Company to supply and install.

Where Sunshield Window Film Ltd has supplied and installed the product selected by the Client in accordance with the accepted quotation, manufacturer's specifications and recognised industry standards, the Company shall not be responsible for dissatisfaction arising solely because the Client later decides another product may have been more suitable or because the selected product does not meet the Client's personal preferences or expectations.

Nothing within this section limits the Client's statutory rights or excludes liability for defective products, negligent installation or any liability that cannot legally be excluded.

4. Work Area Access and Safety

During installation, application fluids, sharp tools, and cleaning chemicals will be in use. Access to the work area is strictly prohibited while installation is in progress. The Company accepts no responsibility for accidents, injuries, or damages resulting from unauthorized entry into the work area.

5. Surface Conditions and Drying Time

The Company will dry the working area as thoroughly as possible upon completion; however, surfaces may remain damp. The Company cannot be held responsible for slips, falls, or other injuries occurring due to residual moisture.

6. Glass & Frame Suitability

Window film is installed based on the assumption that the existing glass, glazing, and frames are in sound condition. The Company is not responsible for pre-existing faults or structural weaknesses which may be highlighted or worsened by the installation process.

7. Product Performance and Warranty

All products are covered by the manufacturer's warranty respecting performance under normal usage conditions. Warranty does not cover damage caused by misuse, neglect, cleaning with abrasive materials, or impact.

8. Aftercare and Cleaning

Sunshield Window Film Ltd cannot be held liable for water marks or streaks resulting from pre-existing dirt, dust, or residue on windows or frames. Only clear application fluids are used during installation, and any marks caused by dirt present prior to installation are the responsibility of the client.

Window film must not be cleaned for at least 30 days following installation. Thereafter, cleaning should only be carried out using mild soapy water and a soft cloth. Abrasive materials or chemicals may damage the film and void warranty.

9. Payment Terms

See "Sunshield Window Film Terms and conditions complete" available on request or via the website.

Cancellation and Rescheduling

See "Sunshield Window Film Terms and conditions complete" available on request or via the website

10. Limitation of Liability

The Company is not liable for indirect, incidental, or consequential damages. Liability is limited to the cost of the goods and services supplied.

11. Acceptance of Terms

Proceeding with the scheduled installation constitutes acceptance of our terms and conditions See "Sunshield Window Film Terms and conditions complete" available on request or via the website.

12. Custom-Cut Products & Booking Fee Terms

1. Booking Fee

A booking fee is required to begin cutting materials to your specified measurements. This fee authorises the Company to allocate stock and commence preparation of your order.

2. Custom-Cut Products

Once materials have been cut, modified, or customised to your requested dimensions, the product is considered bespoke. These items are non-refundable and cannot be exchanged.

3. Acceptance of Quote

By accepting the quotation and confirming your booking, you acknowledge and agree to pay the full total amount stated. This amount remains due even if project requirements change after cutting has commenced, please See "Sunshield Window Film Terms and conditions complete" available on request or via the website.

4. Cancellation

If an order is cancelled before cutting begins, cancellation may be accepted at the Company's discretion. Once cutting or custom preparation has started, the full payment remains due.

5. Site Access & Measurements

All measurements required for custom fabrication must be confirmed prior to cutting. The Company is not liable for incorrect measurements supplied by the client. If the Company takes measurements, accuracy will be based on visible conditions at the time.



6. Lead Times

Lead times may vary depending on product selection, stock availability, and workload. Any estimated completion date provided is an approximation and not a guaranteed deadline.

7. Payment Terms

Payment is due as invoiced. Work or delivery may be paused if payment terms are not met.

8. For full Terms please see the website for "Sunshield Window Film Terms and conditions complete" also available on request

If you have any questions regarding these terms, please contact Sunshield Window Film Ltd before installation.