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PPF EXPECTATIONS & LIMITATIONS DISCLAIMER

Thank you for choosing **Apex Auto Care** for your Paint Protection Film (PPF installation). Our goal is to provide high-quality workmanship while ensuring all customers have a **clear, realistic understanding** of what PPF is, how it performs, and its limitations.

Paint Protection Film is a **protective product**, not a cosmetic perfection product. This document exists to define **industry-standard expectations** and to prevent misunderstandings between perceived perfection and real-world results.

1. What Paint Protection Film Is — and Is Not

Paint Protection Film is a transparent urethane film designed to **reduce damage from rock chips, road debris, minor abrasions, and environmental exposure**.

PPF:

- Helps preserve factory paint
- Reduces wear and tear
- Is a sacrificial protective layer

PPF **does not**:

- Make paint flawless
- Eliminate all impacts or damage
- Correct paint defects

- Create an invisible or “factory perfect” finish under all lighting conditions

There is **no film that makes a vehicle bulletproof or damage-proof.**

2. Vehicle Paint Condition & Pre-Existing Defects

PPF does **not hide or repair existing paint defects.** Any pre-existing conditions may remain visible and, in some cases, may appear more noticeable after installation due to the optical properties of the film.

These may include, but are not limited to:

- Rock chips
- Scratches or swirl marks
- Orange peel
- Clear coat texture
- Factory paint inconsistencies
- Previous repainting or bodywork
- Dirt or debris embedded in clear coat

Optional paint correction may be recommended to improve cosmetic results but is **not included unless specifically stated in writing.**

By authorizing installation, the customer acknowledges and accepts the condition of the vehicle prior to installation.

3. Edges, Seams & Coverage Expectations

Paint Protection Film is installed using **pre-cut patterns and/or modified patterns** designed for long-term durability and paint safety.

- Some edges may remain visible

- Not all edges can or should be wrapped
- Certain panels may require seams or multi-piece coverage
- Full “invisible” coverage is not always achievable due to vehicle design, panel geometry, and paint sensitivity

Visible edges or seams are **normal, intentional, and within industry standards**. Absolute invisibility is **not guaranteed**.

4. Acceptable Industry-Standard Installation Characteristics

The following characteristics are **normal, acceptable, and do not constitute defects** or grounds for removal, replacement, or refund:

- Minor edge visibility
- Small relief cuts required for proper fitment
- Minor seams where multi-piece coverage is necessary
- Minor dust particles or debris beneath the film
- Temporary moisture, haze, or streaking during curing
- Minor silvering or stretch marks in complex areas
- Slight texture differences between protected and unprotected panels
- Minor lift lines from film repositioning during installation

These characteristics **do not affect the protective performance** of the film. Determination of whether installation characteristics fall within acceptable industry standards shall be made by Apex Auto Care in accordance with manufacturer guidelines and professional industry practices.

5. Film Curing & Post-Installation Appearance

PPF requires a curing period that may last **several days to several weeks**, depending on temperature, humidity, and driving conditions.

During this time, customers may observe:

- Water or moisture under the film
- Temporary haze or cloudiness
- Small air bubbles
- Minor edge movement as adhesive settles

These conditions are **normal** and typically resolve without intervention.

Customers must follow all provided aftercare instructions. Improper care or premature washing may affect results and void workmanship warranties.

Adhesion concerns are time-sensitive. Prompt evaluation and correction are necessary to prevent contamination, moisture intrusion, or expanded separation. Failure to return the vehicle within a reasonable timeframe after notice may result in expanded film separation or contamination beyond the original installation condition. Apex Auto Care is not responsible for expanded conditions resulting from delayed mitigation.

6. Environment, Usage & Maintenance

The appearance and longevity of PPF are influenced by:

- Driving conditions
- Road debris exposure
- Climate
- Washing methods
- Maintenance habits

Automatic car washes, improper washing, or environmental abuse may reduce film lifespan and appearance.

PPF is **not permanent** and will experience normal wear over time.

7. Longevity & Warranty Reality

Paint Protection Film is a **sacrificial product**. Real-world lifespan is typically **5–7 years**, depending on care and usage.

Over time:

- Self-healing properties diminish
- Gloss and clarity may change
- Film may require replacement

Manufacturer warranties apply only when installation and maintenance guidelines are followed and do **not cover wear and tear, abuse, or unrealistic cosmetic expectations**.

8. Installation Variability & Pricing Differences

PPF installations vary due to:

- Vehicle complexity
- Installer experience
- Preparation quality
- Installation environment
- Coverage type

Lower pricing does not guarantee equivalent workmanship, preparation, or long-term results. A quality installation requires proper surface preparation, controlled conditions, and skilled labor. Higher pricing reflects preparation, environment control, and professional standards, but does not constitute a guarantee of absolute cosmetic perfection.

9. Final Inspection & Acceptance

All vehicles must be **inspected at time of delivery**.

By taking possession of the vehicle, the customer acknowledges:

- Acceptance of the installation
- Acceptance of industry-standard characteristics
- Understanding of PPF limitations

Any installation concerns must be documented in writing prior to vehicle removal from the facility. Concerns not documented at time of delivery are presumed to have arisen after release unless verified otherwise by Apex Auto Care's inspection process.

Timing of discovery alone does not establish causation.

Subjective dissatisfaction after delivery does not constitute a defect or warranty claim.

10. No Guarantee of Absolute Perfection

Paint Protection Film is designed for **protection, not perfection**.

Expectations of:

- A completely invisible installation
- Zero dust or imperfections
- A flawless appearance under all lighting conditions

are **unrealistic and outside industry standards**.

Installation pricing reflects protective coverage and professional installation standards, not concours-level cosmetic restoration or perfection-level refinishing.

Customer Acknowledgment

By authorizing Paint Protection Film installation, the customer confirms that they have read, understand, and accept the information outlined above.