



Limited Product Warranty

How Your ExoShield MACH 12 Warranty Protects You

- ☐ Protects against manufacturing defects
- ☐ Protects for 12-years from date of purchase
- ☐ Covers replacement material and labor of MACH 12 paint protection film on affected panels in case of a manufacturing defect
- ☐ No mileage limits or restrictions
- ☐ No mandatory inspection appointments
- ☐ Fully transferable upon sale of vehicle if the future owner can provide original invoice

Tip: Your MACH 12 purchase comes with an easy product registration to help you store your original invoice and other documents required to expedite a claim!

What is Covered

This Limited Product Warranty ("Warranty") covers manufacturing defects in ExoShield MACH 12 paint protection film ("MACH 12"), including discoloration, cracking, blistering, delamination, and other manufacturing defects.

This Warranty applies solely to MACH 12 professionally installed by an **authorized** MACH 12 installer on original OEM painted surfaces only.

What We Will Do For You

If your MACH 12 is determined by Alchemy to be defective due to a manufacturing defect within 12-years from the date of purchase ("Warranty Period"), subject to the exclusions below, Alchemy will provide replacement of MACH 12 at no charge to you. This is subject to your MACH 12, upon Alchemy's inspection and sole discretion, having been found to be properly installed, adjusted, used, maintained, and/or operated in accordance with Alchemy's recommended methods for installing and properly maintaining MACH 12.

If Alchemy chooses to replace MACH 12, replacement performed by the **original** MACH 12 installer on the affected panel(s) is the sole remedy covered under this Warranty, and limited to replacement with MACH 12 that is available at the time of replacement. If the original MACH 12 installer is unable to perform the replacement of MACH 12, Alchemy will, on a best efforts basis, identify an alternate authorized MACH 12 installer of its choice for the replacement of your MACH 12 on the affected panel(s). Alchemy will cover parts and labor for replacement on the affected panel(s) only.

Any MACH 12 replaced under this Warranty remains covered by this Warranty, but will not renew or extend the original Warranty Period.

What is Not Covered

This Warranty does not cover issues or defects caused by:

1. Normal wear and tear of MACH 12, including but not limited to scratches, residue or stains, water spots, and pitting or gouging from rock chips;
2. Damage to MACH 12 due to automatic car washes, improper wash techniques, or incorrect wash tools;
3. Unreasonable use, misuse, neglect, abuse, and/or insufficient maintenance of MACH 12 according to Alchemy's recommended care instructions;
4. Improper storage or handling of MACH 12;
5. Purchase, installation, repair, and/or service of MACH 12 from unauthorized persons;
6. Damage to MACH 12 caused by vehicle collisions, accidents, stickers, physical damage, vandalism, public disturbances, fire, hail, volcanic ash, flood, surface rust, paint overspray, rail dust, paint manufacturer's defects, animal droppings, tree sap, or acts of God;

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7. Prolonged exposure of MACH 12 to harmful chemicals which include but are not limited to ammonia, kerosene, gasoline, motor oil, ethanol, ethyl acetate, toluene, benzene, isopropyl alcohol, denatured alcohol, acetone, strong acids, strong bases, strong oxidizers, surfactants, and agricultural chemicals;
8. Modifications, customizations, unintended uses (including for non-automotive purposes), and/or alterations to MACH 12 or its installation process, made without the express written permission of Alchemy;
9. MACH 12 not installed within 2-years of the date of purchase or has exceeded usable shelf life;
10. Scratches, scuffs, scrapes, or chips to the paint;
11. Use of MACH 12 on repainted OEM surfaces or non-painted surfaces such as headlights, chrome or carbon-fiber parts;
12. Damage not resulting from manufacturing defects that occur after purchase and installation of MACH 12.

Submitting A Warranty Claim

To claim any defects covered under this Warranty, please contact your original installer to initiate the claims process. The following will be required by Alchemy to determine if your warranty claim is valid:

1. A copy of your original MACH 12 invoice with the purchase date and panels protected identified
2. Photographs and/or videos that clearly show the defect claimed with MACH 12 still fully installed on the vehicle.

All ExoShield MACH 12 purchases must be registered on getexoshield.com to be eligible for this Warranty. In absence of a warranty registration, Alchemy will at its own discretion and subject to the exclusions of this warranty provide warranty coverage if the above listed items are provided.

This Warranty is transferable only if the purchase was registered to the vehicle on getexoshield.com or if the new owner can provide the original MACH 12 invoice with the purchase date and panels protected identified, subject to the exclusions of this warranty. Transfer of this Warranty only entitles the new owner coverage for the remainder of the original Warranty Period.

Register your MACH 12 at the time of purchase to ensure your MACH 12 can be protected by this Warranty in the event of loss or misplacement of the original invoice.

Limitation of Liability

EXCEPT FOR THE LIMITED WARRANTY PROVIDED HEREIN, TO THE EXTENT PERMITTED BY LAW, ALCHEMY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, ANY SUCH

WARRANTIES ARE EXPRESSLY LIMITED TO THE WARRANTY COVERAGE PERIOD WITH EACH MACH 12 STATED HEREIN.

The terms in this Limited Product Warranty represent Alchemy's exclusive written warranty. Alchemy makes no other express warranty, nor is anyone authorized to make any warranties on its behalf.

REPLACEMENT OF MACH 12 BY THE ORIGINAL INSTALLER FOR AMOUNTS THAT SHALL NOT EXCEED THE PURCHASE COST FOR MACH 12 EXCLUDING ANY SALES TAXES PAID, SHALL BE YOUR EXCLUSIVE REMEDY FROM ALCHEMY FOR ANY APPROVED MACH 12 DEFECT. ALCHEMY SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, ECONOMIC, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO LOST REVENUES, LOST PROFITS, OR OTHER LIABILITY IN RESPECT OF A CLAIM, WHETHER IN CONTRACT, IN TORT, AND/OR IN NEGLIGENCE, THIRD PARTY CLAIMS, LABOR COSTS, INSTALLATION CHARGES, TELEPHONE CHARGES, OR TRANSPORTATION CHARGES IN CONNECTION WITH THE REPLACEMENT AND/OR REPAIR OF DEFECTIVE PARTS OR PRODUCTS.

Alchemy assumes no liability whatsoever with regard to either the original purchasing customer's or any other third party's compliance or fulfillment of its obligations with respect to any statute, regulation, or by-law. Please note that you may have different and/or additional rights under state, provincial or territorial law.

While Alchemy has made diligent efforts to illustrate and describe the products shown in its website and other online media, these illustrations and descriptions however, are for the sole purpose of identification. All limitations set out herein continue to apply, and the products may not necessarily conform to the illustrations and descriptions.

Alchemy reserves the right to make changes in design, appearance, and construction of any and all Alchemy products and reserves the right to discontinue the availability of any products and/or service to any discontinued products, at any time, at its sole discretion. Alchemy assumes no responsibility whatsoever in making such changes to products previously sold and/or transferred. Further, Alchemy assumes no obligation in replacing any previously sold, discontinued, and/or transferred product with an updated and/or similar product.

Contact

For any questions regarding your MACH 12 Warranty, please contact us at claims@getexoshield.com.