



Scotchgard™ Paint Protection Film Service Agreement

3M Service and Product Information Center
P.O. Box 130610
Roseville, MN 55113
1-800-813-9926

Registration Number: To be sent by 3M

Seller Information

Name _____
Address _____
City _____ State _____ Zip _____

Customer Information

Name _____
Address _____
City _____ State _____ Zip _____
Phone _____
Alternate Phone _____
Email Address _____

Vehicle Information

VIN Number _____
Year _____ Make _____
Model _____

Product

Scotchgard™ Paint Protection Film

Installed On (Please check): ☐ Rear Bumper ☐ Front Bumper ☐ Upper (hood, fender caps, mirror) ☐ Other _____

Installer Name _____

Date of Installation _____

Date of Service Agreement Expiration _____

Retail Price of Service Agreement _____

Scotchgard™ Paint Protection Film—Service Agreement Benefits

For five years after the Product Installation date for New Vehicles and three years after the Product Installation date for Certified Pre-Owned and Used Vehicles, 3M offers Customer the following benefits for any portion of the Vehicle's paint that is covered by the Scotchgard™ Paint Protection Film (including bumpers and rocker panels): 3M will repair the Vehicle paint surface, including repainting the affected area if necessary, to the extent the Vehicle paint is (a) chipped or pitted by road debris, (b) scratched or (c) stained by salt, bird droppings, tree sap, bugs or automotive fluids (e.g., antifreeze, gasoline, oil, transmission fluid, windshield wiper fluid). 3M will coordinate such repairs with the Seller or a third party service provider and also arrange to reapply Scotchgard™ Paint Protection Film to the Vehicle. In order to be eligible for the benefits set forth in this section, Customer must keep the Vehicle reasonably clean through regular car washing and appearance maintenance as prescribed by their automobile manufacturer, and must promptly wash off salt, sap, bugs, bird droppings and environmental fallout.

By signing below, the Customer acknowledges having read and agreed to the terms and exclusions on the back of this document.

Customer Signature

Date

Seller Signature

Date

3M believes that you deserve a clear and straightforward statement of what you are getting with the purchase of the Scotchgard™ Paint Protection Film Service Agreement. The product described below will help keep your car looking better longer. While individual vehicle and use conditions (e.g. climate and other variables) will effect how long individual products may last, regardless of such variables, 3M's promise is to deliver on its service responsibility for the full term of this Service Agreement.

- Product and Parties:** Scotchgard™ Paint Protection Film is the Product referred to in this limited Service Agreement. 3M Company (3M) is the guarantor and provider of this Service Agreement. Customer is the customer named above on the front page of this Service Agreement. The Company listed above on the front page of this Service Agreement is the Seller of this Service Agreement. When applicable, Old Republic Insurance Company is the reimbursement insurer under this Service Agreement. This Service Agreement is sometimes called the Service Agreement or the Agreement.
- Definitions:** A New Vehicle is one that is previously untitled with no mileage limitation. This definition includes demo and service loaner vehicles that the dealership keeps in inventory where there has been no transfer of title. A Certified Pre-Owned Vehicle is a vehicle that has been previously titled and has been "Certified Pre-Owned" by the dealership. A Used Vehicle is a previously titled vehicle that is no more than a five year old model with no mileage limitations. Vehicle is the vehicle named above on the front page of this Agreement. Product Installation is the date of installation listed on the front page of this Agreement.
- Eligibility:** New, Certified Pre-Owned, and Used Vehicles (defined above) are eligible for coverage under this Service Agreement. RVs, Commercial Vans and Commercial Vehicles are not eligible for coverage.
- Service Agreement and Warranty Terms:** 3M Company hereby guarantees to the Customer there will be no defects in the Scotchgard™ Paint Protection Film and its application to the Vehicle. 3M also agrees to provide Customer the service benefits listed in the Agreement Benefits section below. There is no deductible under this Agreement. This Agreement is a product warranty and not insurance. This Agreement is not renewable. **For Missouri residents only:** Notice must be given within fifteen days of the termination of the Agreement. The state of Missouri prohibits the purchase of an agreement as a condition for the sale of property.
- Agreement Benefits:** For five years after the Product Installation date for New Vehicles and three years after the Product Installation date for Certified Pre-Owned and Used Vehicles, 3M offers Customer the following benefits for any portion of the Vehicle's paint that is covered by the Scotchgard™ Paint Protection Film (including bumpers and rocker panels): 3M will repair the Vehicle paint surface, including repainting the affected area if necessary, to the extent the Vehicle paint is (a) chipped or pitted by road debris, (b) scratched or (c) stained by salt, bird droppings, tree sap, bugs or automotive fluids (e.g., antifreeze, gasoline, oil, transmission fluid, windshield wiper fluid). 3M will coordinate such repairs with the Seller or a third party service provider and also arrange to reapply Scotchgard™ Paint Protection Film to the Vehicle. In order to be eligible for the benefits set forth in this section, Customer must keep the Vehicle reasonably clean through regular car washing and appearance maintenance as prescribed by their automobile manufacturer, and must promptly wash off salt, sap, bugs, bird droppings and environmental fallout.
- Agreement Exclusions:** This Service Agreement does not include repairs for damage caused by natural disasters, fire, collisions (defined as impact damage requiring either body work or paintless dent removal), rust or surface rust, misuse, vandalism, dents, defects in the Vehicle manufacturer's materials or workmanship, corrosive materials such as acid or bleach, discoloration due to UV light exposure, or failure to keep the Vehicle reasonably clean. This Service Agreement further excludes any damage that is a result of a modification or alteration of the original manufacturer's finish or damage caused by the installer. 3M reserves the right to inspect your Vehicle regarding any of the above types of acts, conditions, or conduct. Should 3M discover that your Vehicle's damage or defect is due to any of the above acts, conditions, or conduct, there will be no coverage under this Agreement. 3M is not responsible for any shipment, travel, or other costs involved with the inspection or repair of your Vehicle or damages arising therefrom.
- Making A Claim:** If Customer wishes to make a claim under this Service Agreement, Customer must, within 14 days from the earlier of the initial appearance of the damage or when the damage could have been discovered upon reasonable inspection call 1-800-813-9926 between the hours of 8am and 6pm CST to file a claim. Since damage may increase if the problem isn't addressed promptly, FAILURE TO FILE A CLAIM WITHIN THE STATED TIME PERIOD MAY RESULT IN THE CLAIM BEING DENIED.
- Transfer:** This Agreement can be transferred by Customer one time to a subsequent owner for a coverage period lasting the remainder of the term of this Agreement. To transfer the Agreement Customer must call 1-800-813-9926 between the hours of 8am and 6pm CST within seven days after the sale of the Vehicle, provide the name and address of the new Vehicle owner and pay 3M a \$25.00 transfer fee.
- Loss of Use of Vehicle:** 3M will reimburse Customer for the loss of use of the Vehicle for one day while it is being repaired for covered damage up to a maximum of \$40.00. To be reimbursed for this loss of use, Customer must provide 3M with documentation of the date the Vehicle was being repaired and the rental car charge paid by Customer. **For Pennsylvania residents only:** Loss of use benefits are not available in Pennsylvania.
- Right of Return:** **For Georgia, Maryland, Minnesota, New Mexico, North Carolina and Washington residents only:** Customer may return this Agreement to Seller within 10 days after the date the Customer signed the Agreement. If no claim has been made under the Agreement and the Agreement has not been transferred prior to the return of the Agreement, then the Agreement will be void and Seller will refund or credit to the Customer's account the retail price listed above. **For Arizona residents only:** Customer may return this Service Agreement to Seller and receive a pro rata refund from the date the Customer signed the Agreement. If no claim has been made under the Agreement and the Agreement has not been transferred prior to the return of the Agreement, then the Agreement will be void and Seller will refund or credit to Customer's account the pro rata retail price after deducting any administrative cost associated with the cancellation. **For Illinois residents only:** Customer may return this Agreement to the Seller within 30 days after the date the Customer signed the Agreement. If no claim has been made under the Agreement and the Agreement has not been transferred prior to the return of the Agreement, then the Agreement will be void and Seller will provide a full refund minus a cancellation fee not to exceed the lesser of 10% of the Agreement price or \$50. Or at any other time, a pro rata refund of the Agreement, based on the elapsed months, less the value of any received service and a cancellation fee as described above. **For Missouri residents only:** Customer may return the Agreement for a full refund with no attached fees within twenty days if mailed and ten days if hand-delivered. A ten percent penalty shall be applied to refunds not paid within thirty days. **For Nevada residents only:** This Agreement is void and the Seller shall refund to Customer the purchase price of this Agreement if Customer has not made a claim under the Agreement and Customer returns Agreement to the Seller: (a) Within 20 days after the date the Seller mails a copy of the Agreement to Customer; or (b) Within 10 days after Customer receives a copy of the Agreement if the Seller furnishes Customer with the copy at the time the Agreement is purchased. The Seller shall refund to the Customer the purchase price of the Agreement within 45 days after the Agreement has been returned to the Seller. If the Seller does not refund the purchase price within 45 days, the Seller will pay the purchaser a penalty of 10 percent of the purchase price for each 30-day period that the refund remains unpaid. No cancellation of a service agreement may become effective until at least 15 days after the notice of cancellation is mailed to the holder. **For South Carolina Residents only:** The Agreement holder may return this Agreement within twenty (20) days of the date the Agreement was mailed to the Agreement holder or within ten days of delivery if Agreement is delivered to the Agreement holder at the time of sale. If no claim has been made under the Agreement prior to its return to the provider, the Agreement is void and the provider shall refund to the Agreement holder, or credit the account of the Agreement holder, with the full purchase price of the Agreement. The right to void the Agreement provided in this subsection is not transferable and shall apply only to the original Agreement purchaser and only if no claim has been made prior to its return to the provider. A ten percent penalty per month shall be added to a refund that is not paid or credited within forty-five days after return of the Agreement to the provider.
- LIMITATION OF LIABILITY:** Except where prohibited by law, 3M and Seller shall not be liable for any loss or damage arising from the Product or this Agreement in excess of either the current value of the Vehicle, as determined by the National Automobile Dealers Association ("N.A.D.A.") Official Used Car Guide average trade-in value, at the time the claim payment is made under this Service Agreement or the reasonable cost of repairing or replacing the affected area, whichever is less. 3M AND SELLER SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, REGARDLESS OF THE LEGAL THEORY ASSERTED, INCLUDING WARRANTY, CONTRACT, NEGLIGENCE OR STRICT LIABILITY. 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. OTHER THAN THE WARRANTIES STATED ABOVE, 3M MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
- Governing Law:** Unless otherwise governed by applicable state law, the Agreement must be interpreted and enforced according to the laws of the state of Delaware. **For Georgia residents only:** the Agreement must be interpreted and enforced according to the laws of Georgia.
- Agreement Provider:** 3M Company, 3M Center, St. Paul, MN 55144-1000. If you do not receive a welcome letter and customer number from 3M within 3 weeks of point of purchase; please call 3M Service Center at 1-800-813-9926.
- Reimbursement Insurance Provider (Where Applicable):** Old Republic Insurance Company, 445 South Moorland Road, Suite 300, Brookfield, WI 53005. Telephone (877) 797-3400. **For Georgia residents only:** The Agreement holder is entitled to make a direct claim against the insurer upon the failure of the Service Agreement provider to pay any claim or meet any obligation under the terms of the Service Agreement within 60 days after proof of loss has been filed with the service Agreement provider.
- For New Hampshire Residents Only:** In the event that you do not receive satisfaction under this Agreement, you may contact the New Hampshire insurance department at 21 South Fruit Street, Suite 14, Concord, NH 03301, (603) 271-2241.
- For Nevada Residents Only:** Obligations of this provider under this Service Agreement are backed by the full faith and credit of the provider.
- For South Carolina Residents Only:** Complaints may be directed to the South Carolina Department of Insurance, P.O. Box 100105, Columbia, SC 29202-3105, or (800) 768-3467. Obligations of this provider under this Service Agreement are backed by the full faith and credit of the provider.