

## CUSTOMER REPLACEMENT POLICY

- Polyvinyl Films, Inc. is solely accountable for stretch-tite®, freeze-tite® and Polyvinyl Films® Professional Film products. It does not assume responsibility for private-label branded products.
- To receive a replacement product, bring the product to the retail store where it was purchased.
- Polyvinyl Films, Inc. is unable to provide a refund for products purchased in retail stores.
- To ensure a smooth process, we recommend contacting the seller first.
- When to send coupons:
  - Products that have been verified to be a PVF brand through photos or by a production code.
  - If the product misses the slide cutter.
- To limit the guarantee period for:
  - Wrap n' Snap – 1 Year Warranty
  - PVC Film – To be determined on a case-by-case basis.
    - Environmental conditions where the film was kept.
    - Misuse of the product.
    - Did not follow the instructions on the box.
    - Coloration of the film
    - Manufacturing issues
      - Non-uniform color
      - Keeps tearing
      - Undersized
      - Box issues
      - Slide cutter issues
- For any issues with our products, please follow the replacement process outlined below.
  - Contact customer support to troubleshoot the issues you are experiencing.
    - Call the number listed on the box.
    - Complete the online form on the stretchtite.com.
    - Use social media resources to reach PVF for assistance.
- Polyvinyl Films will provide the following troubleshooting information:
  - Customer posted videos on social media.
  - Stretchtite.com “How-to” section.