



HURACÁN NERO AUTO SPA

Limited Warranty

Paint Protection Film

EFFECTIVE 09-09-2026

Huracán Nero Auto Spa (“Huracán Nero,” “we,” “us”) stands behind the paint protection film we install and the craftsmanship behind it. This Limited Warranty explains what we cover, what we ask of you as the vehicle owner, and how to make a claim. If your film ever performs differently than intended, contact us right away so we can evaluate the issue and make it right.

01 COVERED PRODUCTS

This is a shop warranty issued and backed by Huracán Nero. It applies to professional paint protection film (“PPF” or “film”) installed on automotive painted surfaces by Huracán Nero, regardless of the film brand or manufacturer used. Huracán Nero selects films based on ongoing performance evaluation and may install different brands at different times; whichever film is installed on your vehicle, it carries the same 10-year film warranty and 12-month workmanship warranty described in Section 2, honored by Huracán Nero.

Some films also carry a manufacturer warranty. Where one is available, Huracán Nero will assist you with a manufacturer claim, but Huracán Nero’s own obligations are defined solely by this document. Window tint, ceramic coating, glass protection film, and any other products are not covered by this Limited Warranty and carry their own terms.

02 WHAT IS COVERED

Huracán Nero provides two warranties on every PPF installation. Both begin on the installation date shown on your original Huracán Nero invoice.

- **Film Warranty (10 years).** For 10 years from the installation date, the film will be free from manufacturing defects, defined as: yellowing or discoloration of the film itself, cracking, bubbling, delamination, or failure of adhesion that is not caused by an excluded condition in Section 7.
- **Workmanship Warranty (12 months).** For 12 months from the installation date, the installation will be free from workmanship defects, defined as: edge lifting or peeling not caused by an excluded condition, contamination trapped beneath the film beyond normal industry tolerance, and misalignment attributable to installation.

Remedy. If a covered defect is confirmed, Huracán Nero will remove and replace the affected section of film at no charge for film or labor. Replacement is limited to the affected panel or section only. Huracán Nero may use a comparable film of any brand for replacement if the original film is unavailable. This is your sole and exclusive remedy under this Limited Warranty. Replacement does not extend or restart the original warranty term.

03 NORMAL CHARACTERISTICS OF FILM

Paint protection film is a sacrificial layer applied by hand to complex curved surfaces. The following are inherent characteristics of film and film installation, are within industry standards, and are not defects:

- Small moisture pockets, haze, or bubbles appearing during the first 30 days after installation. These are part of the curing process and typically clear on their own.
- Minor stretch marks, light lines, or slight texture where film is wrapped around edges, mirrors, or deep curves.
- Visible seams, relief cuts, or wrapped versus trimmed edges on panels where vehicle geometry requires them. Installation method is selected by Huracán Nero for each panel.
- Small, isolated specks of dust or contamination beneath the film, consistent with a professional installation environment.
- Slight differences in gloss or texture between film-covered and uncovered surfaces, and the visibility of film edges upon close inspection.
- Rock chips, scratches, or gouges that penetrate the film. The film absorbed the impact as designed; this is the film doing its job, not a defect.

04 OWNER CARE REQUIREMENTS

To keep coverage in force, the vehicle must be maintained as follows:

- **Curing period.** Do not wash the vehicle for 7 days after installation. Do not pressure-wash, touch, or press on the film during this period.
- **Washing.** Hand wash only, using pH-neutral soap and clean microfiber. Do not use automatic or friction-based (brush) car washes.
- **Pressure washers.** Keep any pressure-washer nozzle at least 24 inches from film edges and never direct spray at an edge or seam.
- **Contaminants.** Remove bird droppings, bug splatter, tree sap, and tar within 24 hours. These can permanently stain or etch the film if left in place.
- **Drying.** Use a soft microfiber towel or forced air. Do not rub the film with rough or dry towels.
- **Products.** Do not apply waxes, sealants, or ceramic coatings over the film unless applied by Huracán Nero. Do not use solvents, abrasive polishes, or compounds on the film.
- **Edges.** Do not pick at, lift, or apply tape or accessories over film edges.

Water spotting and staining. Mineral deposits from hard water or sprinklers, and staining from contaminants left on the film, are the result of environmental exposure and are not manufacturing defects. Standard water spots are usually removable with proper maintenance; etched or permanent marks are not covered.

05 ELIGIBLE VEHICLES

Eligible: vehicles with original factory paint or manufacturer-approved refinished paint that is fully cured and shows no clear-coat damage, defects, peeling, or fading at the time of installation.

Not eligible: aftermarket resprays, touch-ups, wraps, or non-manufacturer-approved paintwork, unless inspected and approved in writing by Huracán Nero before installation. Film adhesion and removal depend on the paint beneath it. Where paintwork is aftermarket, repaired, or below manufacturer standards, Huracán Nero cannot assume liability for paint that lifts, peels, or is damaged during installation or removal, and those panels are excluded from coverage.

06 CONDITIONS OF COVERAGE

- **Certified installation.** Coverage is valid only when the film is installed at a Huracán Nero location by a Huracán Nero Certified Installer.
- **Original owner only.** Coverage applies to the original vehicle owner and is non-transferable. Coverage ends immediately upon change of ownership.
- **Annual Warranty Inspection.** To keep the film warranty in force beyond the first 12 months, the vehicle must receive a Warranty Inspection at Huracán Nero (or a facility we designate in writing) each year, within the window that runs from 30 days before to 30 days after the installation anniversary date. The inspection includes a maintenance wash and film evaluation and is billed at \$95. If you cannot make the window, email support@huracannero.com before the window closes and we will grant one 30-day extension for that year. Missing the inspection window without prior notice voids coverage as of the anniversary date.
- **Prior film.** If the vehicle previously had film installed by another party, coverage applies only if the prior film was fully removed by Huracán Nero before installation. Huracán Nero is not responsible for paint damage revealed or caused by removal of film it did not install.
- **No third-party work.** Coverage is void on any panel where the film has been removed, reinstalled, trimmed, repaired, coated, or altered by anyone other than Huracán Nero.

07 EXCLUSIONS

This Limited Warranty does not cover:

- Any condition described in Section 3 as a normal characteristic of film.
- Failure to follow the Owner Care Requirements in Section 4, or neglect, including failure to wash for extended periods or allowing contaminant buildup.
- Rock chips, scratches, gouges, punctures, tears, or abrasion that penetrate the film, and any damage from road debris, impact, collision, vandalism, or accident.
- Edge lifting or peeling caused by pressure washers, automatic washes, picking, tape, accessories, or products applied over the edge.
- Staining, discoloration, or etching caused by bird droppings, bug splatter, tree sap, tar, road salt, fuel, chemicals, or other contaminants.
- Water spots or mineral etching; damage from hail, extreme heat, fire, flood, natural disaster, or extreme environmental exposure.

- Pre-existing paint damage or defects, and any paint that lifts, peels, or is damaged during installation or removal on aftermarket, repaired, or compromised paintwork.
- Paint damage arising from film removal, regardless of paint condition, when removal is performed by anyone other than Huracán Nero.
- Any surface not covered by film, including gaps at edges and trimmed areas, and damage to uncovered areas adjacent to the film.
- Any product applied over the film by anyone other than Huracán Nero, and any alteration, repair, or reinstallation by third parties.
- Commercial or fleet vehicles (including rideshare, delivery, and work trucks), track use, and off-road use, unless approved in writing by Huracán Nero before installation.
- Loss of use, loss of time, rental costs, or diminished value during inspection, claim evaluation, or repair.

08 ACCIDENT REPAIR AND REPAINTED PANELS

If any film-covered panel is repainted, repaired, or replaced after installation:

1. Contact Huracán Nero before authorizing body or paint work so we can advise on film removal and reinstallation.
2. Film must be removed from any panel to be repainted by Huracán Nero or a qualified body shop. Keep the repair invoice as proof of service.
3. Coverage on the affected panels ends and does not resume until those panels are re-filmed by Huracán Nero. Coverage on the rest of the vehicle is unaffected.
4. Reinstallation is billed at our then-current rates and is the responsibility of the vehicle owner or their insurance provider. Contact any Huracán Nero location for a quote.

09 FILING A CLAIM

- **Timing.** Claims must be submitted within 30 days of first noticing the issue. Claims filed outside this window are void. Suspected installation issues should be reported within the first 30 days after installation, after the curing period has passed.
- **How to file.** Email support@huracannero.com or contact any Huracán Nero location. Include your name, vehicle, installation date, a description of the issue, and clear photos.
- **Proof of care.** You must provide dated photos and/or wash and maintenance receipts showing the vehicle has been cared for under Section 4. Claims may be denied where proper maintenance cannot be shown or where the vehicle shows neglect or damage inconsistent with a covered defect.
- **Inspection fee.** A \$50 claim inspection fee is due at the time of evaluation and is refunded in full if the claim is approved.
- **Determination.** Huracán Nero will inspect the vehicle in person, determine coverage in its reasonable discretion, and notify you of its determination in writing. Photographs alone are not sufficient for approval.
- **Where work is performed.** Approved replacements are performed only at Huracán Nero or a facility we designate.

10 LIMITATION OF LIABILITY AND DISCLAIMER

Huracán Nero's total liability under this Limited Warranty is limited to replacement of the affected section of film as described in Section 2, and in no event will exceed the amount paid for the film installation on the affected panel as shown on the original invoice. No cash refunds, replacement vehicles, rental cars, paint repair, or other compensation will be provided.

TO THE FULLEST EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HURACÁN NERO WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, INCLUDING LOSS OF USE, LOSS OF TIME, DIMINISHED VALUE, OR DAMAGE TO PAINT ARISING FROM FILM REMOVAL, REGARDLESS OF THE LEGAL THEORY ASSERTED.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

11 DISPUTE RESOLUTION

Any dispute arising under this Limited Warranty will be resolved as follows, in order:

1. Within 30 days of written notice of a dispute, the parties will meet in good faith to attempt to resolve it.
2. If unresolved, the parties agree to mediate within 60 days before a mutually agreed mediator, with mediation costs shared equally.
3. If still unresolved, the dispute will be finally decided by binding arbitration before a single arbitrator, administered by the American Arbitration Association under its Consumer Arbitration Rules, held in the county of the Huracán Nero location that performed the installation. Each party bears its own attorneys' fees. Disputes will be resolved individually and not as part of any class or representative action.

12 GENERAL TERMS

- **Policy updates.** Huracán Nero may amend this Limited Warranty at any time. The current version is always available at huracannero.com. You are bound by the version in effect on your installation date unless otherwise agreed in writing.
- **Governing law.** This Limited Warranty is governed by the laws of the state in which the film was installed.
- **Severability.** If any provision is found unenforceable, the remaining provisions remain in full effect.
- **Entire agreement.** This Limited Warranty, together with your original invoice, is the complete agreement regarding warranty coverage of the film and supersedes any verbal statements or manufacturer marketing claims.