

Combined Terms, Conditions & Customer Expectations

Last Updated: 9/30/2025

By booking an appointment, you acknowledge and agree to the following:

1. Deposits & Payments

A non-refundable retainer is required to reserve your appointment.

All retainers are absolutely non-refundable under any circumstances. Deposits are used to

secure shop time and compensate our installers, who are scheduled specifically for your vehicle.

Retainers cannot be transferred to another appointment, service, or individual.

Requests for exceptions (including personal, medical, or family-related reasons) will not be

granted, as this policy applies equally to all customers without exception.

Deposits apply toward your total service cost and are not extra charges.

Full payment is due upon completion unless otherwise agreed in writing.

2. Cancellations & Rescheduling

At least 48 hours' notice is required to cancel or reschedule. Failure to do so forfeits your

deposit.

Repeated rescheduling may result in refusal of future service.

3. Vehicle Drop-Off

Drop off your vehicle at the scheduled time. Late arrivals may result in rescheduling and forfeiture of deposit.

Remove all valuables. We are not responsible for lost or stolen items.

You authorize us to operate your vehicle for installation purposes.

Recording from your vehicle (e.g., Tesla Sentry Mode) is prohibited without prior written consent.

4. Installation Expectations

Due to the nature of film and coating applications, the following conditions are normal and unavoidable:

Window Tint

Minor dust, debris, or imperfections caused by static and environmental particles.

Haze, moisture bubbles/pockets, or streaks during curing (2–4 weeks).

Dot matrix/frit lines will appear silverish due to ceramic textures in the glass.

Pre-existing scratches or flaws may become more noticeable once film is applied.

Do not roll down or clean windows during curing. Use only ammonia-free cleaners and soft microfiber towels.

Shaved window edges are only standard on FRAMELESS windows. May be requested on framed windows for an additional charge. We use pre cut computer patterns which are very accurate.

Paint Protection Film (PPF)

PPF helps to protect paint but does not necessarily improve appearance.

Slight texture/lines or small dust specks are expected and are completely unavoidable.

PPF is recommended only on factory paint unless otherwise specified.

Avoid automatic car washes; keep at least 36" away from edges with pressure washers.

About Paint Protection Film

The paint protection film is designed to protect your vehicle's paint from chips, scratches, swirl marks, and is 8 mils thick. PPF is applied to the exterior of your vehicle's paint. The PPF is warranted for 10 years from yellowing, staining, cracking, blistering and delamination. **The PPF warranty does not cover damage resulting from accidents or from objects that hit or penetrated the film.**

Installation

All PPF kits are computer cut using cutting software. Pre-cut kits involve stopping short of edges, edges around badges, washers, and other parts. The customer understands that PPF is a sacrificial layer for your car, not a completely invisible or matte layer. Customers may choose to have custom design fit or bulk install for an additional fee.

Exposed Edges and Seams

Although we strive to wrap all edges, **some cannot be wrapped**. Debris build-up over time on exposed **edges/seams will be more visible on white/light-colored vehicles.**

Partial installs will have more noticeable debris due to exposed edges. We recommend ceramic coating your vehicle to reduce debris build-up. There is no warranty or reapplication of the film due to debris build-up.

Drying Time

Your new paint protection film will take 3 - 4 weeks to fully cure depending on weather conditions. Do not wash your vehicle for 5 days. **Vehicles should be returned for inspection within 2-4 weeks. Some areas are expected to lift or slightly peel back which we address in the check up appointment after installation**

Condition of vehicle for paint protection film installation

The vehicle cannot have any paint protection coatings on it such as ceramic coatings. These can affect the effectiveness of the adhesion and may cause lifting, bubbles, and other issues. The client is aware that the design of the PPF is for OEM factory paint. The client waives and releases DYNASTY AUTO DETAILING from any warranty or damage claims where a product has been applied to a non-OEM paint surface.

Paint

Paint may lift on repainted panel/OEM paint if improperly prepped and painted. By authorizing DYNASTY AUTO DETAILING to proceed with the install, the client hereby acknowledges the risk, waives any claims against DYNASTY AUTO DETAILING, and agrees that DYNASTY AUTO DETAILING will not be liable in the event that damage does occur during the installation process.

Paint Chips

PPF is to prevent your vehicle from future paint chip damage. PPF installation over paint chips will look like contamination after the install due to the unevenness of the paint surface. We do not recommend touchup on small paint chips due to the aesthetics of the install thereafter.

Headlights

Headlights are not recommended for PPF installation due to HID feature and exterior coating. By authorizing DYNASTY AUTO DETAILING to proceed with headlight film installation, the customer hereby acknowledges the risk, waives any claims against DYNASTY AUTO DETAILING, and agrees that DYNASTY AUTO DETAILING will not be liable.

Film, Badge, & Decal Removal

Film, badge, and decal removal may cause the paint, glass, and defroster to be damaged. By authorizing DYNASTY AUTO DETAILING to proceed with the removal, the client hereby acknowledges the risk, waives any claims against DYNASTY AUTO DETAILING, and agrees that DYNASTY AUTO DETAILING will not be liable in the event that damage does occur during the removal process.

Ceramic Coatings

Avoid washing or rain exposure for 24–48 hours after application.

Maintain with gentle, pH-neutral cleaners.

Slight curing haze or streaks are normal during bonding.

5. Warranties

All products are backed by manufacturer warranties. Manufacturer requirements (e.g., registration, proof of purchase) apply.

Warranties do not cover misuse, neglect, improper maintenance, or environmental damage.

Transferrable warranty option available (fee applies).

6. Refund Policy

All sales are final once installation begins.

Refunds are not provided due to the custom, one-time nature of film installations.

If installation exceeds outlined tolerances, we will correct it at no additional cost.

7. Battery & Electronics

Doors may remain open or ignition in the ON position during service. Weak batteries may drain.

We are not responsible for battery replacement or recalibration (e.g., Driver Assistance Systems).

8. Marketing Photos

We may photograph or film your vehicle for marketing purposes unless you notify us in writing beforehand.

9. Liability Limitation

Liability is capped at the cost of services provided.

We are not responsible for:

Pre-existing damage

Mechanical or electrical malfunctions

Environmental damage (road debris, sap, bird droppings, etc.)

Film removal on non-factory paint may cause peeling/lifting; we are not responsible in such

cases. If your car has had bodywork, please notify us in advance to potentially avoid this

situation.

Film Damage Disclaimer:

Dynasty Auto Detailing is not liable for any damage to window film, paint protection film, or ceramic coatings caused by improper maintenance, including but not limited to:

Use of automatic car washes.

Pressure washing closer than 36" from film edges or coated surfaces.

Our technicians are trained to identify damage patterns consistent with high-pressure washing or automatic wash brushes. In such cases, the warranty will be void, and repair or replacement costs will be the customer's responsibility.

We are not liable for incidental, consequential, or indirect damages this would include even the rare case that something penetrated through paint protection film and damaged your vehicle.

10. Film Removal Disclaimer

Film removal is performed at the customer's request and risk.

Dynasty Auto Detailing is not responsible for any damage to defroster lines, glass, paint, or clear coat that may occur during the removal of window film, paint protection film, or

coatings.

11. Color & Shade Variations

Window film and paint protection film are manufactured in batches, and slight variations in color, tone, or shade may occur. When replacing or repairing a single panel or window, minor differences may be visible compared to previously installed film. These variations are normal and not considered defects.

12. Environmental Conditions

Curing times for film and coatings may vary depending on temperature, humidity, and other environmental factors. Extended haze, streaks, or moisture bubbles/pockets are normal under certain weather conditions and do not indicate defective installation.


13. Customer Maintenance Responsibility

Long-term durability depends on proper care and maintenance by the customer. Using harsh chemicals, abrasive cleaning methods, automatic car washes, or high-pressure washing too close to film edges may damage the product and void warranty. Customers are expected to follow all provided aftercare instructions to maintain warranty coverage.

14. Post-Installation Inconvenience

All installations are inspected prior to release, and vehicles leave our facility only when work meets Dynasty's quality standards.

Due to the nature of film and coating products, minor issues may occasionally appear after installation as materials fully cure. If an installation-related issue arises, we will correct it at no additional cost. **However, customers acknowledge that the need to return for such corrections does not entitle them to refunds, discounts, or compensation for inconvenience, time, or travel.**

 By signing this document (or checking the acknowledgment box electronically), you confirm you have read, understood, and agree to these Terms, Conditions & Expectations.