



Scotchgard™ Paint Protection Film 5-Year Service Agreement

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

Customer Information

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____

Alternate Phone _____

Email Address _____

Registration Number: To be sent by 3M

Seller Information

Name _____

Address _____

City _____ State _____ Zip _____

Vehicle Information

VIN _____

Year _____ Make _____

Model _____

Product

Scotchgard™ Paint Protection Film

Installed on: (please check) Rear Bumper Front Bumper Upper (hood, fender caps, mirrors) 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, 3M offers Customer the following benefits for any portion of the Vehicle's paint that is covered by the Scotchgard™ Paint Protection Film: 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 or bugs. 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. The Agreement Benefits cover factory paint and original manufacturer parts only (OEM).

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

Customer Signature _____ Date _____

Seller Signature _____ Date _____

This program is administered by Montage, Inc.;
3050 Centre Pointe Drive, Suite 50, Roseville, MN 55113; (800) 813-9926.
3M and Scotchgard are trademarks of 3M 60-4550-2984-7 (6/16)

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 affect 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.

1. **Product and Parties:** Scotchgard™ Paint Protection Film is the Product referred to in this limited Service Agreement. 3M Company (3M) is the obligor, guarantor, and provider of this Service Agreement. Customer is the customer named 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.

2. **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.

3. **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.

4. **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. The purchase of this Agreement shall not be made as a condition for the sale of any other property.

5. **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 damage that existed prior to the product installation, or due to 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.

6. **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 Monday through Friday 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.

7. **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 Monday through Friday 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.

8. **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:** Loss of use benefits are not available in Pennsylvania.

9. **Right of Return:** The Right of Return is only available in the following states as described herein, and only if no claim has been made under the Agreement and the Agreement has not been transferred prior to the return of the Agreement. If returned within the specified timeframe, the Agreement will be void and Seller will refund the retail price listed above. **For Maryland and North Carolina residents:** Customer may return this Agreement to Seller within 10 days after the date the Customer signed the Agreement. **For Georgia and Vermont residents:** Customer may return this Agreement to Seller within 20 days after receipt of the Agreement. **For Alabama, Minnesota, Missouri, Nevada, New Mexico, South Carolina and Washington residents:** Customer may return the Agreement within 20 days of the date the Agreement was mailed to the Customer or within 10 days of delivery if the Agreement is delivered to the Customer at the time of sale. Seller will pay interest on late refunds only as specified herein. **For Alabama, Georgia, Minnesota, Missouri, Nevada, New Mexico and South Carolina residents,** a 10 % penalty per month shall be added to a refund that is not paid or credited within 45 days after return of the Agreement to the Seller. **For Washington residents,** interest shall be added to a refund that is not paid or credited within 30 days.

10. **Cancellation:** **For Alabama residents:** In the event the original Customer makes a written demand for cancellation of an Agreement pursuant to the terms of the Agreement, the Seller shall refund or credit to the Customer the unearned portion of the full purchase price of the Agreement including the unearned portion of any premium paid for any applicable reimbursement insurance policy. If the original Agreement purchaser or a Customer elects cancellation, the Seller may retain an administrative fee of up to twenty-five dollars (\$25) for issuance of the Agreement; however, this amount may not be deducted in the event the Agreement is terminated pursuant to the above Right of Return. **For Arizona:** Customer may return this Agreement to Seller and receive a refund or credit to Customer's account of the pro rata retail price after deducting any administrative cost associated with the cancellation. No claim incurred or paid shall be deducted from the amount to be returned. **For Illinois residents:** Customer may cancel the contract at any time and receive a pro rata refund of the Agreement based on the elapsed months, less the value of any received service and a cancellation fee not to exceed the lesser of 10% of the service contract price or \$50.

11. **LIMITATION OF LIABILITY AND WARRANTY:** 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 \$3,500.00, 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.

12. **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, Oregon, and Nevada residents:** the Agreement will be interpreted and enforced according to the laws of the state of your respective residence.

13. **Agreement Provider/Customer Complaints:** Provider is 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 or have any other concerns, please call 3M Service Center at 1-800-813-9926. **For New Hampshire Residents, Oregon and South Carolina Residents:** In the event that you do not receive satisfaction under this Agreement, you may contact, respectively: the New Hampshire insurance department at 21 South Fruit Street, Suite 14, Concord, NH 03301, (603) 271-2241; the Oregon Insurance Division Consumer Advocacy Unit, P.O. Box 14480, Salem, OR 97309-0405, (888)877-4894) or the South Carolina Department of Insurance, P.O. Box 100105, Columbia, SC 29202-3105, (800) 768-3467.

14. **Reimbursement Insurance Provider (Where Applicable):** Old Republic Insurance Company, 445 South Moorland Road, Suite 300, Brookfield, WI 53005. Telephone (877) 797-3400. **For Georgia and Oregon residents:** The Customer is entitled to make a direct claim against the insurer if Provider fails to pay any valid claim or meet any obligation under the terms of the Service Agreement within 60 days after proof of loss has been filed.

15. **For Alabama, Nevada, Missouri, and South Carolina Residents:** Obligations of Provider under this Agreement are backed by the full faith and credit of Provider and are not guaranteed under a reimbursement insurance policy.