

## **Hassle Free Warranty 1 to 1 Exchange**

1. In the event that your tinting service does not meet the quality standards, you are entitled to a one-to-one exchange.
2. One-to-one exchange is only applicable to the Gold and Diamond Series Packages.
3. Conditions of Exchange:
  - a) The one-to-one exchange can be requested only once per month.
  - b) The exchange is only available during weekdays and excludes public holidays. An appointment is required to proceed with the exchange. No walk-ins will be entertained.
  - c) The exchange will be processed based on the same package purchased. Replacement of the tint will only be performed on the same vehicle that was originally installed with the tint. The exchange cannot be transferred to a different vehicle.
  - d) A customer agreement form must be signed by the customer prior to the tint exchange.
4. The exchange request must be made within the package warranty period from the date of the first invoice.
5. To claim the warranty or request a one-to-one exchange, the customer must present the original invoice as proof of purchase. Without the original invoice, no warranty or exchange claim will be processed.
6. This warranty and exchange offer is non-transferable and applies only to the original purchaser.
7. ALVA reserves the right to modify or terminate this offer at any time without notice.
8. This promotion is available for limited time only.