

PARAMOUNT PROTECTIONS

Paramount Protections Inc. · 1 West Pearce St., Unit 401, Richmond Hill, Ontario L4B 3K3
416-697-5759 · info@paramountprotections.com

Window Film Installation Contract

*Please print, complete, sign, and email this contract back to info@paramountprotections.com before your installation date.
Technicians cannot begin work until the signed contract is on file.*

1. Customer Information

Customer Name: _____
Installation Address: _____
Phone: _____
Email: _____
Quote / Invoice #: _____
Contract Date: _____

2. Scope of Work

Paramount Protections Inc. agrees to supply and install window film and/or related protection products at the installation address listed above, according to the quote, measurements, product selections, and specifications approved by the Customer.

The work may include, as applicable:

Film Type

- ☐ SafetyShield
- ☐ Madico Safety and Security Film
- ☐ Madico Architectural Film
- ☐ Sunscape by Madico

Film Thickness / Product

- ☐ 15mil
- ☐ 14mil
- ☐ 12mil Frost
- ☐ 7mil Exterior
- ☐ Solar
- ☐ Reflective
- ☐ Anti Graffiti

Areas Included: As per attached quote # _____

Interior / Exterior Application

- ☐ Interior
- ☐ Exterior

Additional Products

- ☐ NightLock
- ☐ Door Latch
- ☐ Window Bars
- ☐ Door Replacement
- ☐ Window Replacement
- ☐ Reinforced Door Hinges
- ☐ Deadbolt
- ☐ Panic Room
- ☐ Shutters

Estimated Start Date: _____

Estimated Completion Date: _____

Any work not specifically listed in the quote or this contract is excluded unless agreed to in writing by both parties.

3. Price and Payment Terms

Subtotal: \$ _____

HST: \$ _____

Total Contract Price: \$ _____

Deposit Due Upon Acceptance: \$ _____

Balance Due: Upon completion, unless otherwise stated in writing.

Payment may be made by e-transfer, cheque, credit card, or another approved payment method. Returned payments, chargebacks, or overdue balances may be subject to collection costs and interest where permitted by law.

4. Overdue Invoices and Interest

- Any unpaid balance not received by the due date stated on the invoice shall be considered overdue. Overdue invoices shall accrue interest at a rate of 2% per month, calculated as 24% per annum, on the outstanding balance from the invoice due date until payment is received in full.
- The Customer agrees that this interest charge forms part of the payment terms of this contract and applies to all unpaid amounts, including approved change orders, additional work, materials, and balances owing after completion.

- The Customer shall also be responsible for reasonable collection costs, legal fees, administrative costs, and expenses incurred by Paramount Protections Inc. in recovering overdue amounts, where permitted by law.

5. Construction Lien Rights for Non-Payment (Ontario)

- The Customer acknowledges that the supply and installation of window film, security film, attachment systems, door and window fortification products, hardware, labour, and related materials and services may constitute an improvement to the property. If any amount owing to Paramount Protections Inc. remains unpaid, Paramount Protections Inc. reserves all lien rights, construction lien rights, and other remedies available under the Ontario Construction Act and applicable law.
- Where permitted by law, Paramount Protections Inc. may deliver a written notice of lien, preserve or register a claim for lien against title to the property where the work was performed, and take any further steps required to perfect, enforce, vacate, discharge, or otherwise resolve the lien.
- The Customer acknowledges that a registered lien or related enforcement step may affect the Customer's ability to sell, refinance, mortgage, transfer, or otherwise deal with the property until the unpaid amount is paid, settled, secured, vacated, or discharged in accordance with applicable law.
- The Customer shall be responsible for the unpaid balance, applicable interest, lien registration fees, title search fees, legal fees, disbursements, court costs, administrative costs, and reasonable collection and enforcement expenses incurred by Paramount Protections Inc. in connection with non-payment, where permitted by law.
- Nothing in this section limits any other right or remedy available to Paramount Protections Inc. under this contract, the approved quote, any invoice, the Ontario Construction Act, or any other applicable law.

6. Measurements and Site Conditions

- All measurements are subject to final confirmation before installation. The Customer acknowledges that existing site conditions may affect the final installation, appearance, timeline, and price.
- The Customer is responsible for advising Paramount Protections Inc. of any known issues, including but not limited to: cracked glass, damaged seals, prior film, hard water staining, silicone, paint overspray, glass scratches, failed insulated glass units, aftermarket coatings, alarm wires, fragile trim, access restrictions, or unsafe working conditions.
- If unforeseen conditions are discovered, Paramount Protections Inc. may pause work and provide a revised recommendation, price, or change order.

7. Customer Responsibilities Before Installation

Before the scheduled installation, the Customer agrees to:

- Remove furniture, décor, blinds, fragile items, plants, and obstructions from the work area where reasonably possible.
- Provide clear access to all windows and doors being serviced.
- Secure pets and children away from the work area.
- Advise Paramount Protections Inc. of any alarm contacts, sensors, wiring, special coatings, or known glass defects.

- Ensure water and electricity are available if reasonably required.

Paramount Protections Inc. is not responsible for delays caused by restricted access, unsafe conditions, undisclosed site issues, or areas that are not ready for installation.

8. Change Orders

- Any changes to the approved scope of work, product type, film thickness, installation method, window count, measurements, or additional services must be approved in writing.
- Change orders may affect price, product availability, and installation timing.

9. Installation Method

- Window film will be installed using professional industry practices. The installation process uses water and slip solution to position the film on the glass. Some moisture may remain between the film and glass after installation and will dry during the curing period.
- The Customer acknowledges that window film is a field-applied product and is not installed in a dust-free factory environment.

10. IWFA-Based Visual Quality and Standard Tolerances

The Customer agrees that the completed installation will be evaluated using IWFA-based architectural visual inspection standards.

Inspection Distance and Lighting

The installed film shall be inspected from the room side, at a right angle to the glass, from a distance of not less than 6 feet / 2 metres. Inspection shall be performed in natural daylight, not in direct sunlight. The normal viewing area excludes a 2 inch / 50 mm band around the perimeter of the glass.

Acceptable Appearance

The installation shall be considered acceptable if the following are unobtrusive when viewed under the inspection conditions above: dirt particles, hair and fibres, adhesive gels, fingerprints, air bubbles, water haze, scores and scratches, film distortion, creases, edge lift, nicks, and tears. Minor particles or imperfections may be acceptable, especially near the 2 inch / 50 mm perimeter area or where poor frame or glass condition limits the quality normally achievable.

Cure Period

The Customer understands that visual cure and adhesive cure take time. During the cure period, moisture, haze, water pockets, water bubbles, and light distortion may be visible and are not considered defects.

Typical cure times may vary depending on film thickness, weather, sunlight, humidity, temperature, glass type, and coating type. IWFA guidance lists typical cure times of approximately 30 days for films up to 4 mil, 60 days for 4–8 mil, 90 days for 8–12 mil, and 140 days for films over 12 mil but not more than 17 mil.

Edge Gaps

The Customer acknowledges that a small edge gap is required to allow installation solution to be removed and to prevent the film edge from contacting the frame, which could cause peeling. Normal edge gaps are

approximately 1/32 inch to 1/16 inch / 1–4 mm. For thicker safety and security films, edge gaps may be approximately 1/32 inch to 1/8 inch / 1–5 mm.

Splices

Where the glass size exceeds available film roll width or where splicing is otherwise required, a splice line is not considered a defect. Splice lines should be straight and generally parallel to one edge of the frame. A butt-joint splice gap of up to 1/64 inch / 1 mm may be acceptable. Film may be overlapped, spliced, or butt jointed where appropriate.

11. Existing Glass and Frame Conditions

- Paramount Protections Inc. is not responsible for defects already present in the glass, frame, sealant, hardware, or surrounding surfaces.
- Existing scratches, chips, contamination, hard water staining, paint, silicone, seal failure, low-quality glass, old film adhesive, surface corrosion, or frame damage may become more noticeable after film is installed.
- Additional cleaning, scraping, adhesive removal, silicone removal, or repair work is not included unless specifically stated in the quote.

12. Thermal Stress, Glass Breakage, and Seal Failure

- The Customer understands that the application of window film may affect heat absorption and glass temperature. Paramount Protections Inc. will make reasonable product recommendations based on visible site conditions and available information.
- Paramount Protections Inc. is not responsible for glass breakage, thermal stress cracks, insulated glass seal failure, frame failure, or manufacturer defects unless caused directly by negligent installation.
- Where applicable, glass breakage or seal failure coverage is limited to the written warranty provided by the film manufacturer, if such warranty applies.

13. Security Film Disclaimer

- Security film is designed to help hold broken glass together and add a layer of protection to existing glass. It does not make glass unbreakable and does not guarantee prevention of forced entry, burglary, vandalism, injury, property damage, or glass failure.
- No window film or glazing system should be represented as bulletproof unless specifically tested and certified for that purpose. The IWFA's safety and security guide states that it does not make claims that safety film on existing glazing is bullet-resistant or bulletproof.
- The Customer acknowledges that security performance depends on many factors, including glass type, frame type, attachment system, film type, film thickness, installation method, impact force, tool used, and time of attack.

14. Warranty

- Paramount Protections Inc. provides a workmanship warranty for installation-related issues for a period of 1 year from the installation date.

- Manufacturer warranty coverage, if applicable, is provided by the film manufacturer and is subject to the manufacturer's written terms, exclusions, and approval process.
- Warranty does not cover: pre-existing glass or frame defects, customer damage, improper cleaning, scratching, abuse, vandalism, impact damage, building movement, glass breakage, seal failure, thermal stress cracks, water leaks, condensation, exterior weathering beyond manufacturer coverage, or issues caused by third party work.

15. Cleaning and Care Instructions

- The Customer agrees not to clean the filmed glass for at least 30 days after installation unless otherwise instructed.
- After the cure period, the Customer should use soft cloths, clean rubber squeegees, and non-abrasive cleaning solutions. Do not use razors, blades, abrasive pads, harsh chemicals, ammonia-heavy cleaners, tape, stickers, or suction cups on the filmed surface.
- Damage caused by improper cleaning or maintenance is not covered under warranty.

16. Scheduling, Delays, and Access

- Installation dates are estimates and may be affected by product availability, weather, access, site readiness, supplier delays, safety concerns, or unforeseen conditions.
- Paramount Protections Inc. will make reasonable efforts to complete the work within the estimated timeframe but is not liable for delays outside its reasonable control.

17. Cancellation

- For Ontario residential customers, where the contract is signed in the Customer's home and the contract value is \$50 or more, the Customer may have a 10 calendar-day cooling-off period under Ontario consumer protection rules. If the Customer requests that work begin during the cooling-off period and later cancels, the Customer may be responsible for reasonable compensation for work performed and materials supplied.
- Custom-ordered film, special-order materials, cut materials, and completed work may be non-refundable except where required by law.

18. Damage and Limitation of Liability

- Paramount Protections Inc. will take reasonable care while performing the work. However, the Customer acknowledges that installation may involve working near existing glass, frames, trim, blinds, alarm contacts, caulking, painted surfaces, and finished areas.
- Paramount Protections Inc. is not responsible for damage caused by pre-existing weakness, brittle trim, loose frames, failing caulking, old paint, hidden defects, prior poor workmanship, or items left in the work area.
- To the maximum extent permitted by law, Paramount Protections Inc.'s liability is limited to the amount paid by the Customer for the specific work giving rise to the claim.

19. Photos and Documentation

- The Customer authorizes Paramount Protections Inc. to take photos and videos of the work area before, during, and after installation for documentation, warranty, training, and quality-control purposes.
- Marketing use of identifiable property images shall require Customer approval unless identifying information is removed or obscured.

20. Final Inspection and Completion

- Upon completion, the Customer will be given the opportunity to review the work. Any concerns must be reported in writing within 14 days of installation.
- Issues within IWFA-based tolerances or issues caused by curing are not considered deficiencies.
- Where a valid installation deficiency exists, Paramount Protections Inc. will determine the appropriate remedy, which may include touch-up, repair, replacement of the affected film panel, or another reasonable correction.

21. Entire Agreement

- This contract, together with the approved quote, invoice, change orders, and manufacturer warranty documents, forms the entire agreement between the Customer and Paramount Protections Inc.
- No verbal statements, promises, or representations are binding unless included in writing.

22. Governing Law

This agreement shall be governed by the laws of the Province of Ontario and the applicable laws of Canada.

Customer Acceptance

I have read and understand this contract, including the IWFA-based visual tolerances, cure period, edge gaps, warranty limitations, security film disclaimer, payment terms, and cancellation terms.

Customer Name: _____

Customer Signature: _____

Date: _____

Company Acceptance

Paramount Protections Inc. Representative: _____

Signature: _____

Date: _____