

Daily Operations	Open	Hours	Phones	Time Zone
• Danbury, CT	Monday – Friday	9am – 5pm	9am – 7pm	EST
• Orlando, FL	Monday – Friday	9am – 4pm	9am – 7pm	EST
• Placentia, CA	Monday – Friday	9am – 4pm	6am – 4pm	PST

We are closed on weekends and all UPS Holidays.

Order Deadline 2pm

We know how important your orders are - it's the reason why we process them until the minute UPS picks up. Although we can't guarantee same day shipping for orders received after the 2pm deadline you can trust we'll always do our best to ship every order that comes in.

- Place your order before 2pm – Ships same day guaranteed.
- Place your order after 2pm – May ship same day although not guaranteed.

ORDER EARLY - Don't wait until the last minute.

Order Forms

- An order form is located in your Welcome Kit.
- An Adobe PDF version of the order form is available on the website.
- Please use order forms for:
 - Fax orders
 - To help manage phone order accuracy

Order Options

We make placing orders convenient by offering a variety of order placement options, which are as follows:

- Online - Login. Order. Submit. - Paperless
- Fax - 203.798.2253 - Order form
- Email - orders@buytint.com - Email scanned order form or provide order details in email.
- Phone - 800.345.6669 - Verbal (using an order form helps manage phone order accuracy)

Order Confirmation

Confirmation numbers are provided for all orders and typically sent via text or email. Keep order confirmation numbers for future reference should you have a question about your order.

Phone Orders

- It's best to prepare your phone orders on a copy of the order form.
- Phone orders are always read-back to ensure accuracy.
- Phone orders are not considered electronic and therefore do not qualify for FREE freight incentives.

Electronic Orders

Electronic orders consist of Online, Fax or Email.

- Online - Login to your account, place order and submit.
- Fax - Completed order form and keep the copy for future reference.
- Email - Scan order form or send order details within the body of your email.

Electronic orders receive acknowledgment of receipt and confirmation numbers.

Electronic Order Incentives

Electronic orders increase speed, accuracy and lower operating costs. That's why we offer special incentives when your orders are placed via one of the following electronic options, Online, Fax or Email. Check out these profit boosting benefits of electronic orders:

- FREE UPS Ground Freight On Electronic Orders* Over \$500.
- Saves money on freight by consolidating your orders.
- Electronic orders can be placed at your convenience, anytime 24/7.

**Electronic orders are those placed online, fax or email. This offer is not available for phone orders.*

Payment Options

You may pay for your EWF orders via credit card, check, COD money order, wire payment or PayPal.

- Credit Cards - If you wish to pay via Credit Card fill-out and sign the Payment Options & Authorization form and submit with your EWF Account Application.
- COD Check - If you wish to pay via COD Check fill-out and sign the Payment Options & Authorization form and submit with your EWF Account Application.

Credit card payment authorizations can be processed quickly, although check acceptance approvals can be delayed if your bank does not respond in a timely fashion. We will not be able to accept your checks for payments without approvals in place.

Credit Card Merchant Protection Programs

In order to participate in their merchant protection programs, credit card issuers now require us to send your orders to the credit card billing address. If you request orders sent to an address other than your credit card billing address, it might delay the order by several days until we can get things worked out with the credit card issuer.

Most credit card issuers will allow you to list additional delivery addresses to be associated with your account. In order to avoid delays, please contact your credit card provider and have them add your requested delivery address to your card account file, if it differs from the card billing address.

30 Day Money Back Guarantee

In addition to the applicable product warranty, Express Window Films offers a comprehensive, no questions asked, 30 day money back guarantee. If any item you purchase from us does not measure up to your standards and expectations, you may return it to us for a cheerful and immediate refund, subject to the following terms and conditions:

- Materials in your possession for more than 30 days cannot be returned for any reason.
- You must return all of the material for which you are seeking credit.
(For example, if you return 50% of a roll of film, you will receive a 50% refund.)
- Do not destroy or discard any of the film.
(The lab nerds at the factory want to examine it.)
- If you are dissatisfied with the roll, we will also cover your return freight costs.
- Please send us the bill for the shipping and we will include that amount in your credit.

Swaps & Exchanges

Credits will be posted to your account as soon as we receive the item back in our warehouse. If you need to order more items before your credit is applied to your account, we will obtain a temporary authorization on your credit card account. You will only be charged for the replacement if you decide to keep rather than return the original item.

Shipment Delays

If UPS shipping delays occur, we will request a service refund and credit the shipping charges back to your account. UPS will not compensate you for lost or delayed work, in the event of a problem with a shipment. Also note that UPS does not issue service refunds for weather related delays.

Adequate Inventory

It is important to maintain adequate inventory and never schedule any work until you have the necessary items in stock to complete the job. EWF cannot accept any liability due to lost or delayed work arising from shipment, inventory or supply problems.

Know Your State Laws

It is important to understand the difference between a "Net Law" and a "Film Law". If your State requires Net 35%, you cannot legally install 35% film. If you need help selecting a legal film, please contact us. We have copies of the most current state laws available.

- You can view all state window tinting laws at www.iwfa.com.



Since 1982, our experience makes yours better.

Express Window Films
22 Shelter Rock Lane #106
Danbury CT 06810

Direct 203.798.2211
Toll Free 800.FILM NOW (800.345.6669)
Fax 203.798.2253

www.buytint.com