



Bulletproof Resins Certified Installer Warranty Claim Process

Warranty Eligibility

This warranty claim process is exclusively available to **Certified Installers** of Bulletproof Resins. Certified Installers are those who have completed official training provided directly by **Bulletproof Resins** or through an **Authorized Certified Bulletproof Resins Distributor**.

Claims submitted by non-certified installers will not be reviewed or considered under any circumstances.

Warranty Claim Process Overview

At Bulletproof Resins, we are committed to the integrity and performance of our products. Our warranty process is designed to be clear, objective, and efficient. To initiate and complete a warranty claim, the following steps and information are required.

Step 1: Initial Claim Submission

To open a warranty claim, Certified Installers must provide the following details:

- **Product Name**
- **Batch Number**
- **Installation Dates**
- **Customer Contact Information**
- **Photographic Evidence**
 - Clear, waist-height photos of affected areas from multiple angles
 - Floor-level photos capturing the condition and finish

Once all of the above documentation is received, a **warranty review ticket** will be opened.

Step 2: Sample Submission Requirements

After a review ticket is initiated, the following physical samples must be provided by the installer:

- **Three (3) 2”x2” Retrieval Samples** from the affected area
- **Three (3) Drilled Core Samples**

These samples are essential to allow for accurate lab testing of product performance and material integrity.

Step 3: Lab Testing & Engineering Review

All samples will be tested by a **third-party, unaffiliated laboratory**, unless an alternate lab is requested by the installer. Lab testing will assess the product's compliance with Bulletproof Resins' specifications and performance thresholds.

- **Lab Report Timeline:** A comprehensive lab report will be produced within **3 business days** from the receipt of both the required documentation and physical samples.

If the product is found to be **outside of normal performance limits**, Bulletproof Resins **reserves the right to dispatch a qualified engineer** to inspect the installation site in person. This is to assess:

- Environmental conditions during and after installation
- Substrate preparation and conditions
- Potential contamination or improper installation practices

Important Notes & Responsibilities

- **Installer Responsibility:** All costs associated with the collection and shipment of documentation, photos, and physical samples are the sole responsibility of the **Certified Installer**.
- **Information Adequacy:** Bulletproof Resins reserves the right to **deny a warranty claim** if:

- The information provided is incomplete, inaccurate, or inadequate
 - The installer fails to submit required documentation or samples
 - The installer is not certified by Bulletproof Resins or a Certified Distributor
 - **Environmental & Substrate Conditions:** Warranty coverage is contingent upon:
 - Installation occurring under appropriate environmental conditions
 - Substrates being properly prepared and free of contaminants
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Final Determination

All final warranty determinations will be based on the findings of the third-party lab and, if applicable, the in-person engineering assessment. Bulletproof Resins maintains full discretion in the approval or denial of warranty claims.



Bulletproof Resins Certified Installer Warranty Claim Form

For Certified Installers Only

Section 1: Installer Certification Verification

! *Claims submitted by non-certified installers will not be reviewed.*

- **Installer Name:** _____
 - **Company Name:** _____
 - **Certification Number:** _____
 - **Date of Certification:** _____
 - **Certified Through:**
 - Bulletproof Resins
 - Authorized Certified Distributor (Name): _____
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Section 2: Product & Installation Information

- **Product Name:** _____
- **Batch Number:** _____
- **Installation Start Date:** _____
- **Installation Completion Date:** _____
- **Project Address:** _____
- **Customer Name:** _____
- **Customer Contact (Phone/Email):** _____

Section 3: Photographic Evidence Checklist

Attach clear, high-resolution images.

- Waist-height photos of affected areas (multiple angles)
- Floor-level close-up photos of surface condition & finish

Upload link (if submitting digitally): _____

Section 4: Physical Sample Submission Confirmation

All samples must be shipped to the designated Bulletproof Resins testing facility.

- Three (3) 2"x2" Retrieval Samples from affected area
- Three (3) Drilled Core Samples

- **Shipping Tracking Number:** _____
 - **Date Samples Sent:** _____
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Section 5: Optional Lab Selection

Default lab is a third-party unaffiliated lab unless an alternate is selected.

- Use default lab
 - Request alternate lab (Name & Contact): _____
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Section 6: Acknowledgments & Responsibilities

I acknowledge that I am solely responsible for the costs of documentation, sample collection, and shipment.

I confirm that all information and documentation provided is accurate and complete.

I understand that warranty claims may be denied if any required information or samples are missing, incomplete, or inaccurate.

I have ensured the installation occurred under appropriate environmental conditions and that the substrate was properly prepared.

Installer Signature: _____

Date: _____

Internal Use Only (Bulletproof Resins)

- **Claim Ticket Number:** _____
- **Date Received:** _____
- **Initial Review By:** _____
- **Sample Receipt Date:** _____
- **Lab Report Due Date:** _____
- **Engineer Inspection Required:** Yes No
- **Final Determination:** Approved Denied
- **Notes:** _____