



3M™ Privacy Filter Warranty Terms

What is the 3M Privacy Filter Warranty?

The warranty applies to 3M Privacy Filters. It applies if the Privacy Filter is found defective in materials and workmanship that result in failure during normal usage. 3M offers a replacement Privacy Filter under the terms of this warranty agreement, not to exceed one year from the date of purchase of the Privacy Filter under any circumstance. If the form is not completed in full, the warranty is void. Returning the original Privacy Filter is required. Warranty applies to original end-user purchaser only.

How do I get a replacement Filter?

- Go to www.3MScreens.com/warranty.
- Click on the Resources tab, and then click on See Our Warranties.
- Download and print the Warranty Replacement Form.
- Complete the Warranty Replacement Form.
- Follow the instructions on the form for mailing address information. Address the envelope, including a return address.
- Put the form and original protector in an envelope. It is a good idea to put a piece of paper or plastic on the backside/adhesive side of the original protector.

You can expect to receive your replacement Filter within 3 weeks after 3M receives the original Privacy Filter.

Why do I have to return my original product?

To keep your warranty intact for future replacements, you must mail back your original product.

How do I return my original product? Where do I send it for replacement?

You may mail back your original 3M Privacy Filter in a regular-sized envelope. Please mail your original product back to:

RR Donnelley
c/o 3M™ Privacy Filter Warranty Replacement
585 Hale Ave
Oakdale, MN 55128

Will 3M provide me with a free shipping label to mail back my original product?

3M does not provide a pre-paid shipping label. For Privacy Filter returns, you may place the original product in a regular-sized envelope and use a regular stamp to mail it back. Larger size films may require a larger envelope and extra postage. Traceable methods (such as UPS Ground) are not required for returns, but are strongly suggested. 3M is not responsible for lost or damaged mail.



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Is the 'free' replacement really free? Do I have to pay anything out of pocket?

Per the 3M Privacy Filter Warranty your replacement Filter is free. Potential out of pocket expenses may include:

- Postage and packaging for mailing back your original product
- Shipping and handling for the replacement product
- Potential customs/brokerage fees for receiving the replacement product we ship to you (international customers only)

3M will mail the replacement film to you free of shipping charges to addresses in the United States and Canada.

What is not covered by warranty?

Installation errors are not covered by the replacement warranty.

Please follow the Filter application instructions on the package carefully, or watch our application video on our website, www.3mscreens.com, before installing your Privacy Filter.

Damage from cleaning or other fluids other than those previously recommended by 3M is not covered by the replacement warranty. Nor is damage from fire, explosion, liquid submersion, discoloration, or other external causes such as acts of nature. Misuse or unauthorized modifications will void the warranty.

This warranty does not cover damage to any product used in connection with the Privacy Filter.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.