
Proposal Response –1GPA Cooperative Solicitation, School/Pinal County
ESA

RFP #23-12P Safety/Security Window Film Applications

OPENGOV SECTION 1 - PROPOSAL

TAB 1. Basic Company Information

1.1 Safe Haven Defense is interested in providing services as described in the solicitation to any and all current and future 1GPA Members.

- Safe Haven Defense, LLC., (Hereinafter, SHD)
- 3120 W. Carefree Hwy, Ste 1-543, Phoenix, Arizona 85086, 480-689-7871
- Twenty Branch offices nationwide, with projections of 8-10 growth in next 2 years. All Branch offices work under the umbrella of the parent company.
- Normal hours of operation include 8 AM – 5 PM, for Headquarters staff, however, installation groups work hours as necessary per the request of individual clients.
- Established in 2018, SHD Holds a Registrar of Contractors License, AZ ROC #328615
- Safe Haven Defense may provide up to 50 corporate trained installers to respond to your installation Project.

Additional Company Description and Proposal Capabilities

Safe Haven Defense, LLC., is a limited liability company, founded by Steven J. Johnson, with leadership provided by Ricky G. Bennett, Chief Executive Officer. Safe Haven Defense is a Registered Contractor headquartered in Phoenix, Arizona. Through expansions and distributorship agreements, SHD is represented and able to perform work in all US States. Due to the uniqueness of the laminate’s application potentials,



SHD has been sought out by representatives of various countries discussing the application potential for their governmental buildings.

1.2 Safe Haven Defense (SHD) has reviewed the RFP and has a full and complete understanding of the "Scope of Work," detailed within and the ability to comply with all terms, requirements, and conditions of the resultant contract.

SHD is prepared, and capable of completing all labor, material, equipment, and services necessary to furnish and install all safety and security window laminates as specified in the resultant contract. Further, we have sufficient stock of materials in order to complete all projects in a timely manner and in accordance with established timeframes of the project.

We warrant our materials meet all specifications defined in the RFP #23-12P and that SHD is a company specializing in performing work in School Districts as well as Public Buildings and has documented experience with projects of similar scope and complexity.

Safe Haven Defenses' bid(s) will include all material, labor, and caulking, using a DOW 995 ballistic rated sealant required in anchoring the security laminates to the frame holding the existing glass.

Respectfully Submitted,

Safe Haven Defense, LLC., an Arizona Limited Liability Company

Ricky G. Bennett

Chief Executive Officer _____: Signature

Dated:

TAB 2.- Products and Services Offered

2.1 Identify the type of laminate/ film provided

- A. Forced Entry Resistance - Safe Haven Defense's smash (SW450)
- B. Bullet Resistance- Save Haven Bullet resistant (SW440BR)
- C. Other / Safe Haven Riot/Burglar (SW440RC)
 - i. Specifications and product details to follow

Safe Haven Defense capabilities include the manufacture and application of a proprietary laminate to existing one quarter inch (1/4) or (3/8) glass in order to render a handgun ballistic, riot/burglar, and smash protection levels. One half (1/2) inch glass is required for rifle protection. The protection levels enable your students, staff and employees time, in which to escape threats, summon assistance, or to better survive an armed attack. When your buildings are not occupied, the resistance levels deter immediate entry through treated glass doors or windows, thus limiting further damage and destruction to property.

The laminate application is a fraction of the cost as compared to replacing existing glass with a thicker glass capable of resisting trauma from heavy blunt instruments, or for bullet resistance. A thicker replacement glass installation usually requires modifications of window frames and substructures to accommodate the added weight of the denser glass. Further, our smash level film laminate is 15 MILs in thickness, double the thickness of most competitor film/laminates.

Safe Haven Defense's smash (SW450), riot/burglar (SW440RC), and bullet resistant (SW440BR) laminates are applied on site to the interior of existing windows which offers critical deterrence against forced entry and active shooter incidents. No special modifications or retrofitting to existing structures are necessary.

Others may claim bullet resistance; however, we recommend clients request the bullet resistant certification from any company making such claim.

2.2 Forced Entry Resistance

- **Product Name: SW450 Smash resistance**
- **Product thickness: 15 MIL, achieved through application process**
- **Number of layers and application process is proprietary**
- **Tensile strength: 32,500 PSI achieved and evaluated through manufacturer**
- **Break Strength: Starting at 450 PSI achieved and evaluated through manufacturer**

Prior to installation of laminate, each glass window is prepared and cleaned using the exact process. All installation personnel are pretrained on the process. The window is measured, and laminate is custom cut. The glass is cleared of debris, paint chips and old caulking using a scraping tool and small alfa knife blade.

If any grease or oily residue is present, the window glass is sprayed with a 70 % (percent) alcohol water solution and wiped with a micro-fiber towel. Next the window is cleaned using a pre-mixed soap solution.

After the cleaning process, the window and laminate are again wetted, and the laminate is applied to the interior side of the glass. Excess water is removed, and the installer uses a hand press tool, in a specific and pretrained manner, to ensure adhesion of the laminate. The process is repeated for additional layering and for each individual window.

There are no special chemicals (soap solution and alcohol only), used in the installation process. After installation, SHD and laminate manufacturer recommends using window cleaners that do not include ammonia as an ingredient to clean the windows by School District's personnel or contractors.

While the laminates resistance levels are immediate, the total cure time to reach maximum resistance and clarity is four (4) months.

We have successfully completed applications in an environment with an ambient temperature of 12 degrees Fahrenheit, (-11.1 Celsius).

Safe Haven Defenses' bid(s) will include using a **DOW 995** ballistic rated sealant required in anchoring the security film/laminates to the frame holding the existing glass. Our experience and test results indicate that an anchoring method is necessary for maximum benefit of the products

Tensile Strength: the value of a 1" x 1" square of film being pulled apart in the same manner as the film break strength test. It is calculated up from the break strength and reported in pounds per square inch, (PSI).

Testing and Certification: Of significance, these laminates (based on specific product) hold certifications to industry standards, through various scientific and academic bodies to be, impact resistant, hurricane wind resistant, blast mitigation rated, burglary protection, and ballistic resistant to National Institute of Justice (NIJ) and Underwriter Laboratory (UL) standards, as evaluated by third (3rd) party labs. Safe Haven Defense security laminate products have written and approved architectural specification documents housed in the ARCAT library system. Architectural firms have used our products specifications for inclusion on their remodel or new build projects.

2.3 Bullet Resistant:

- **Product Name: SW440 BR-Bullet resistance**
- **Product thickness: 42-72 MIL; varies due to glass thickness and style-Dual or Single pane and achieved through application process.**
- **Number of layers applied to achieve MIL thickness is proprietary**
- **Tensile strength: 32,500 PSI achieved and evaluated through manufacturer**
- **Break Strength: Starting at 1200 PSI achieved and evaluated through manufacturer**

- **Safe Haven Defense has sought, and acquired, third party (3rd) independent lab testing and certifications for their ballistic laminate, in which testing passed the National Institute of Justice - NIJ 0108.01 and Underwriter Laboratories - (UL) 752 standards.**

The caliber of bullet that will penetrate laminate varies depending on glass density. SHD laminate will stop calibers up to .556 on your existing glass.

Prior to installation of laminate, each glass window is prepared and cleaned using the exact process. All installation personnel are pretrained on the process. The window is measured, and laminate is custom cut. The glass is cleared of debris, paint chips and old caulking using a scraping tool and small alfa knife blade.

If any grease or oily residue is present, the window glass is sprayed with a 70 % (percent) alcohol water solution and wiped with a micro-fiber towel. Next the window is cleaned using a pre-mixed soap solution.

After the cleaning process, the window and laminate are again wetted, and the laminate is applied to the interior side of the glass. Excess water is removed, and the installer uses a hand press tool, in a specific and pretrained manner, to ensure adhesion of the laminate. The process is repeated for additional layering and for each individual window.

There are no special chemicals (soap solution and alcohol only), used in the installation process. After installation, SHD and laminate manufacturer recommends using window cleaners that do not include ammonia as an ingredient to clean the windows by School District's personnel or contractors.

While the laminates resistance levels are immediate, the total cure time to reach maximum resistance and clarity is four (4) months.

We have successfully completed applications in an environment with an ambient temperature of 12 degrees Fahrenheit, (-11.1 Celsius).

Safe Haven Defenses' bid(s) will include using a **DOW 995** ballistic rated sealant required in anchoring the security film/laminates to the frame holding the existing glass. Our experience and test results indicate that an anchoring method is necessary for maximum benefit of the products

Tensile Strength: the value of a 1" x 1" square of film being pulled apart in the same manner as the film break strength test. It is calculated up from the break strength and reported in pounds per square inch, (PSI).

Safe Haven Defenses' bid(s) will include using a **DOW 995** ballistic rated sealant required in anchoring the security film/laminates to the frame holding the existing glass. Our experience and test results indicate that an anchoring method is necessary for maximum benefit of the products.

Testing and Certification: Of significance, these laminates (based on specific product) hold certifications to industry standards, through various scientific and academic bodies to be, impact resistant, hurricane wind resistant, blast mitigation rated, burglary protection, and ballistic resistant to National Institute of Justice (NIJ) and Underwriter Laboratory (UL) standards, as evaluated by third (3rd) party labs. Safe Haven Defense security laminate products have written and approved architectural specification documents housed in the ARCAT library system. Architectural firms have used our products specifications for inclusion on their remodel or new build projects.

a. Safe Haven Defense utilizes three (3) different MIL thicknesses for bullet resistant laminate covering, ¼ inch single pane glass, ¼ inch dual pane glass, and for ½ in glass. Each MIL thickness is achieved through layered applications.

b. The mil thickness used are: 70 mil for ¼ inch single pane glass, 56 mil for ¼ inch dual pane glass, and 42 mil for ½ inch glass.

c. Situations that best support installing bullet resistant film are those where this protection level is required to protect people from serious imminent threats by firearms or other deadly weapons. Examples may include, access control employees providing entry and access into the inner office areas of an organization, glass doorways into individual offices or classrooms, or into safe rooms designated by policy.

Offices within buildings having windows facing a streetway, or open shared area, may best be suited for bullet resistant film due to the potential of firearms being used from outside of the window and firing through the window at a distance.

2.4 Other / Safe Haven Riot/Burglar (SW440RC)

- **Product Name: SW440 RC-Riot/Burglar resistance**
- **Product thickness: 30 MIL, achieved through application process**
- **Number of layers applied to achieve MIL thickness is proprietary**
- **Tensile strength: 32,500 PSI achieved and evaluated through manufacturer**
- **Break strength: 900 PSI achieved and evaluated through manufacturer**

Prior to installation of laminate, each glass window is prepared and cleaned using the exact process. All installation personnel are pretrained on the process. The window is measured, and laminate is custom cut. The glass is cleared of debris, paint chips and old caulking using a scraping tool and small alfa knife blade.

If any grease or oily residue is present, the window glass is sprayed with a 70 % (percent) alcohol water solution and wiped with a micro-fiber towel. Next the window is cleaned using a pre-mixed soap solution.

After the cleaning process, the window and laminate are again wetted, and the laminate is applied to the interior side of the glass. Excess water is removed, and the installer uses a hand press tool, in a specific and pretrained manner, to ensure adhesion of the laminate. The process is repeated for additional layering and for each individual window.

There are no special chemicals (soap solution and alcohol only), used in the installation process. After installation, SHD and laminate manufacturer recommends using window cleaners that do not include ammonia as an ingredient to clean the windows by School District's personnel or contractors.

While the laminates resistance levels are immediate, the total cure time to reach maximum resistance and clarity is four (4) months.

We have successfully completed applications in an environment with an ambient temperature of 12 degrees Fahrenheit, (-11.1 Celsius).

Safe Haven Defenses' bid(s) will include using a **DOW 995** ballistic rated sealant required in anchoring the security film/laminates to the frame holding the existing glass. Our experience and test results indicate that an anchoring method is necessary for maximum benefit of the products

Tensile Strength: the value of a 1" x 1" square of film being pulled apart in the same manner as the film break strength test. It is calculated up from the break strength and reported in pounds per square inch, (PSI).

Safe Haven Defenses' bid(s) will include using a **DOW 995** ballistic rated sealant required in anchoring the security film/laminates to the frame holding the existing glass. Our experience and test results indicate that an anchoring method is necessary for maximum benefit of the products.

Testing and Certification: Of significance, these laminates (based on specific product) hold certifications to industry standards, through various scientific and academic bodies to be, impact resistant, hurricane wind resistant, blast mitigation rated, burglary protection, and ballistic resistant to National Institute of Justice (NIJ) and Underwriter Laboratory (UL) standards, as evaluated by third (3rd) party labs. Safe Haven Defense security laminate products have written and approved architectural specification documents housed in the ARCAT library system. Architectural firms have used our products specifications for inclusion on their remodel or new build projects.

Safe Haven defense warrants their professionally installed SHD brand security laminates.

Any riot/burglar laminate may be penetrated after continually attacking the integrity of the film for a period of time. SHD laminate resists penetration from bats, crowbars, hammers, and rocks. In most cases, an individual attempting criminal entry will give up, due to the time delay and effort required to defeat the product.

2.5 Anchoring attachment system

Safe Haven Defenses' bid(s) will include using a **DOW 995** ballistic rated sealant required in anchoring the security film/laminates to the frame holding the existing glass.

2.6 General requirements

Safe Haven Defense, LLC acknowledges and agrees to all general requirements listed in paragraph 4 of the Scope of Work.

2.7 Inspection and repair

Safe Haven Defense offers a full line of services, inspection, repair and maintenance for customers as per manufactures and contractor's warranty. Inspection, repair, and maintenance on demand may be scheduled as mutually agreed upon between the contractor and member.

2.8 Subcontractors

- a. Royalty Sealants, LLC., (623) 915-5624
- b. Royalty Sealants has worked with SHD for four (4) Years.
- c. Additional subcontractors may be added with approval of 1GPA and Member

2.9 Distributors

Safe Haven Defense’s products and services became highlighted due to the number of school and workplace violence and shooting episodes occurring across the Continental United States. These incidences coupled with the riotous events experienced throughout the states called for a rapid expansion of the company. The Distributorship Owner and Partnership Office models were utilized in order to rapidly respond to the requests for our products and services. Safe Haven Defense is capable of handling projects from coast to coast and throughout each individual state.

TAB 3 – Past Performance/References

3.1

1. Sun Valley Builders, Scottsdale Arizona

- a. Jody Clanton, (623) 466-0420
- b. Installed riot/burglary resistant laminate on headquarters building entry glass. SHD works with Sun Valley Builders to provide riot/burglary and bullet resistant laminate at school district sites.
- c. This was a very streamline and simple install. We were able to secure this building after hours with zero business interruption.
- d. \$5,600.00
- e. 1/5/2021

2. Mesa Public Schools, Mesa Arizona

- a. Tony Salas 480-709-1183
- b. Awarded contract to install riot/burglary and bullet resistant laminate on 83 individual schools in Arizona’s largest school district, providing security for 64,000 students.



- c. Elevated level of complexity due to variations of glass and door sizes and age of windows. Age of windows created additional prep and replacement work.
 - d. \$10,350,540.00
 - e. On-going project, 65% completed.
- 3. Epic Games, Inc., Carey North Carolina**
- a. Matt Payne –609-731-3444
 - b. Installed riot and bullet resistant laminate on every exterior window and interior window.
 - c. This installation was extraordinarily complex as the customer chose blast resistance lamination. Many windows were 30 feet above ground, which required a scissor lift and harnesses for the installers to work.
 - d. \$1,400,000.00
 - e. 7/1/2019
- 4. Paradise Valley Municipal Court, Paradise Valley, Arizona**
- a. Jeanette Wiesenhofer – 480-404-7020
 - b. Armored exterior windows and interior counter glass windows.
 - c. We were able to install after hours. The counter barrier glass was frameless, which required precision cuts.
 - d. \$25,000.00
 - e. 3/15/2019
- 5. Sacred Heart of Jesus Parish, Boulder, Colorado**
- a. Michelle Anderson – 303-442-6158
 - b. Installation of riot control and bullet resistant laminate on various windows at the school and worship center.
 - c. This was a quite simple, 1 day install.

d. \$17,500.00

e. 12/7/2020

3.2 Performance Evaluation Surveys

Performance Evaluation Surveys are completed and made part of this application process.

TAB 4 Warranty

4.1 & 4.2

Safe Haven Defense warrants their professionally installed SHD brand Security Laminates against the defects in manufacture or materials when the product is installed by a SHD installer in accordance with manufacturers installation procedures and applicable laws. The smash, riot/burglary control levels and bullet resistant laminates are warranted by a ten (10) year limited warranty period, against fading, peeling, cracking, adhesive failure, and delamination. The (SW440) Bullet resistant laminate, requires an inspection at seven (7) years in order to verify that the protective layer has not been compromised or damaged by human means or trauma objects. If acceptable the warranty is extended for the full ten (10) year period.

If the product does not conform to the warranty described, SHD will appoint an installer to remove the original laminate and apply new SHD laminate. SHD will cover the reasonable labor charges involving the removal of the original laminate and reinstallation of new laminate

TAB 5 - Additional Value

5.1 National Presence

Safe Haven Defense currently has fifteen (15) Distributorship and five Partnership Offices covering twenty (20) U.S. locations and have projections to grow eight-ten additional Partnership Offices in the next two years. Based on 1GPA state and regional pricing we can provide service to all 50 states. We have a clear understanding of Cooperative Purchasing and look forward to our partnership with 1GPA and its' Members.

5.2 Tracking and reporting usage of 1GPA Contract.

SHD accounting department will provide contract Usage Reports to 1GPA via the 1GPA Vendor Portal on a quarterly schedule and remit administrative fee quarterly.

5.3 Marketing

SHD will utilize its' network of dedicated business development, branch managers and owners to market our products to current 1GPA Members as well as make our eligible prospects, not current 1GPA Members, aware of the benefits of utilizing the 1GPA contract.

5.4 Additional Value-added services

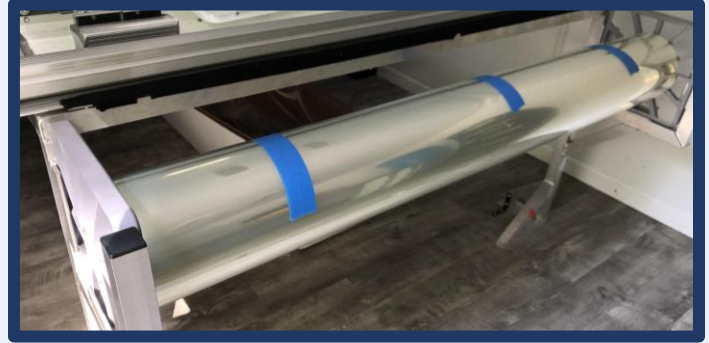
Safe Haven Defense offers no-cost evaluations of Members' facilities as it applies to our products and the security of Members buildings, students, staff, administrators and end users.

In-person demonstration available on request at no cost to Member.



PRODUCT DESCRIPTION

Safe Haven Defense SW440RC- Riot Control laminate film offers protection for glass breakage due to forced entry such as burglaries, hurricanes, and blast. **SW440RC incorporates an extraordinary capability in protection by hindering entry into your property. Keeping valuables and loved ones safe.**



TECHNICAL DATA

PROTECTION LEVEL	Exigent Protection
THICKNESS (1 layer)	30 mil
NUMBER PLIES	2
BREAK STRENGTH	900 psi
TENSILE STRENGTH	32,500psi
PEEL STRENGTH	6psi
TOTAL SOLAR ENERGY REJECTION	20%
IR REJECTION	59%
UV REJECTION	99%

CERTIFICATIONS & STANDARDS

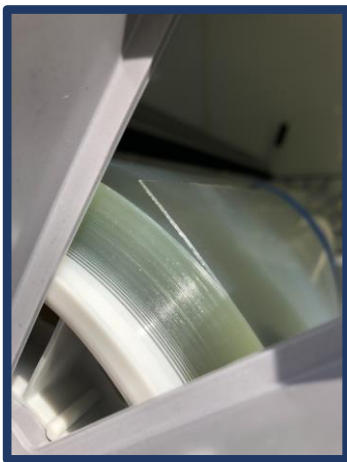
ANSI Z97.1 – Bldg. Glaze Materials

CPSC 16 CFR 1201 – Impact Test

GSA EXPLOSIVE TEST: GSA TS01-2003

UL972 – Burglary Protection

FLAME SPREAD – ASTM E-84



USES/APPLICATION

Safe Haven Defense SW440RC laminate is applied onsite, to the **INTERIOR** of existing windows in commercial, municipal, and residential buildings. Unlike traditional Riot Control glass, no special modifications or retrofitting to existing structure needs to be done. Because our laminate can be applied over **existing glass as thin as ¼ inch**, customers achieve the end goal of hardening their structure at a significant cost savings to traditional RC glass.

*Existing window must be inspected to be structurally sound. Window must be free from debris and thoroughly cleaned prior to application.

Visit WWW.SAFEHAVENDEFENSE.COM to watch demos of 1 Directional Bullet Resistance

PRODUCT DESCRIPTION

Safe Haven Defense SW440BR laminate offers protection for small arms bullet resistance as well as glass breakage due to burglaries, hurricanes, and blast. **SW440BR incorporates an extraordinary capability in protection by allowing individuals INSIDE the structure to fire OUT, while maintaining directional bullet and blunt force resistance from external threats.**



TECHNICAL DATA

PROTECTION LEVEL	Exigent Protection
THICKNESS (1 layer)	Varies
NUMBER PLIES	Varies
BREAK STRENGTH	Starting at 1200 psi
TENSILE STRENGTH	32,000psi
PEEL STRENGTH	6psi
TOTAL SOLAR ENERGY REJECTION	20%
IR REJECTION	59%
UV REJECTION	99%

CERTIFICATIONS & STANDARDS

ANSI Z97.1 – Bldg Glaze Materials

CPSC 16 CFR 1201 – Impact Test

ASTM E-1886 – Hurricane Wind

GSA EXPLOSIVE TEST: GSA TS01-2003

BMAG Level 1- Blast Mitigation

UL972 / ULC – 332 – Burglary Protection

NIJ 0108.01 –

Bullet Resistance

(3rd Party Lab)

UL752 –

Bullet Resistance

(3rd Party Lab)



USES/APPLICATION

Safe Haven Defense SW440BR laminate is applied onsite, to the **INTERIOR** of existing windows in commercial, municipal and residential buildings. Unlike traditional BR Glass, no special modifications or retrofitting to existing structure needs to be done. Because our laminate can be applied over **existing glass as thin as ¼ inch, Dual Pane ¼ inch and ½ Inch**, customers achieve the end goal of hardening their structure at a significant cost savings to traditional BR Glass

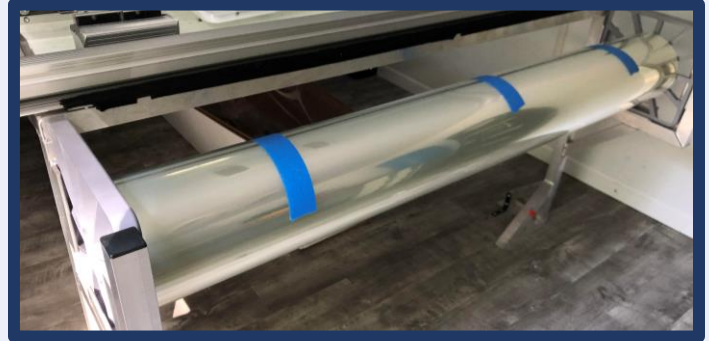
*existing window must be inspected to be structurally sound. Window must be free from debris and thoroughly cleaned prior to application.

Visit WWW.SAFEHAVENDEFENSE.COM to watch demos of 1 Directional Bullet Resistance



PRODUCT DESCRIPTION

Safe Haven Defense SW450 Smash Resistant laminate film offers protection for glass breakage due to forced entry such as burglaries, hurricanes, and blast. **SW450 incorporates an extraordinary capability in protection by hindering entry into your property. Keeping valuables and loved ones safe.**

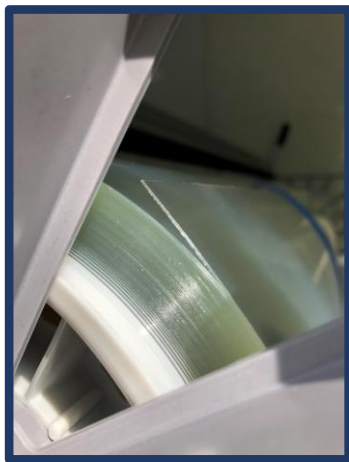


TECHNICAL DATA

PROTECTION LEVEL	Exigent Protection
THICKNESS (1 layer)	15 mil
NUMBER PLIES	2
BREAK STRENGTH	450 psi
TENSILE STRENGTH	32,500psi
PEEL STRENGTH	6psi
TOTAL SOLAR ENERGY REJECTION	20%
IR REJECTION	59%
UV REJECTION	99%

CERTIFICATIONS & STANDARDS

- ANSI Z97.1 – Bldg. Glaze Materials
- CPSC 16 CFR – Architectural Glazing
- GSA EXPLOSIVE TEST: GSA TS01-2003
- BMAG Level 1- Blast Mitigation
- ASTM E1996 - Hurricane



USES/APPLICATION

Safe Haven Defense SW450 laminate is applied onsite, to the **INTERIOR** of existing windows in commercial, municipal, and residential buildings. Unlike traditional smash resistant glass, no special modifications or retrofitting to existing structures is required. As our laminate may be applied over **existing glass as thin as ¼ inch**, customers achieve their end goal of hardening their structure at a significant cost savings to traditional SR glass.

*Existing windows must be inspected to be structurally sound. Window must be free from debris and thoroughly cleaned prior to application.

Visit WWW.SAFEHAVENDEFENSE.COM to watch demos of 1 Directional Bullet Resistance



SECURITY LAMINATE LIMITED WARRANTY

Thank you for purchasing Safe Haven Defense Security Laminate

What is Covered and how long Coverage Lasts. Safe Haven Defense warrants professionally sold and installed Safe Haven Defense Brand Security Laminates (The “Product”) against the defects in manufacture or materials set forth below and for the time period set forth below. This warranty is valid only if the Product installation was performed by a Safe Haven Defense installer in accordance with manufacturer’s installation procedures and applicable law.

- Security Laminate** (Lifetime Limited Warranty)
Safe Haven Defense warrants against fading, peeling, cracking, adhesive failure, and delamination.
- Riot Control Security Laminate** (10 Year Limited Warranty)
Safe Haven Defense warrants against fading, peeling, cracking, adhesive failure, and delamination.
- Solar Control Bullet Resistant Laminate** (7 Year Limited Warranty – May be extended to 10 Years after Inspection by Safe Haven Defense Representative)
Safe Haven Defense warrants against fading, peeling, cracking, adhesive failure, and delamination.

Who is Covered? This limited warranty coverage is applied only to the owner of the structure/vehicle at the time of the Product’s installation and is not transferable.

How Safe Haven Defense Will Manage. If the product does not conform to the warranty described above, Safe Haven Defense will appoint an installer to remove the original laminate and apply new Safe Haven Defense Laminate and will cover the reasonable labor charges of the removal of the original laminate and installation of new laminate. The obligation of Safe Haven Defense under this warranty is limited solely to removal and replacement of any Product not conforming to the warranty.

How to Make a Claim. To submit a warranty claim, you must SUBMIT THIS ORIGINAL WARRANTY CARD AND ORIGINAL RECEIPT for the product, along with a detailed description of the defect to the Safe Haven Defense distributor from whom the Product was purchased or to Safe Haven Defense at the address below. Safe Haven Defense must approve all warranty claims prior to commencement of any warranty service. Safe Haven Defense LLC / 3120 W Carefree Hwy STE 1-543 / Phoenix AZ 85086 / 480-689-7871

Window Laminate Care. To extend the life and looks of your Safe Haven Defense Security Laminate and to maintain your warranty coverage, certain care and maintenance should be followed. **Do not** wash the film with abrasive cleaners (e.g., Ammonia) or course cloths. Use a mild soap and a clean, soft cloth or synthetic sponge.

Warranty Limitation. THE EXPRESS WARRANTIES CONTAINED IN THIS AGREEMENT ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. SAFE HAVEN DEFENSE HEREBY DISCLAIMS ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability. IN NO WAY SHALL SAFE HAVEN DEFENSE OR ANY INSTALLER BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES OF ANY KIND ARISING OUT OF OR RELATED TO (1) THE USE OF OR INABILITY TO USE THE PRODUCT, (2) THE BREACH OF ANY WARRANTY OR OF THIS AGREEMENT, (3) ANY ACT OR FAILURE TO ACT RELATING TO THIS AGREEMENT, OR OTHERWISE, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOSS OF USE, LOST PROFITS, INTERRUPTION OF BUSINESS, OR ANY OTHER MONETARY OR OTHER LOSS, REGARDLESS OF THE FORM OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT PRODUCT LIABILITY, OR OTHERWISE, EVEN IF SAFE HAVEN DEFENSE HAS BEEN ADVISED OF OR IS OTHERWISE AWARE OF THE POSSIBILITY OF SUCH DAMAGES. CERTAIN JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How State/Provincial Law Applies. This warranty provides you specific legal rights, and you may also have other rights that vary between jurisdictions.

Exclusions and Miscellaneous Terms and Conditions. (1) This warranty does not cover or apply to losses, costs, damages or defects arising from or caused by Improper Product Care, cleaning or abuse, misuse (including use not complying with applicable law), natural causes, accident, ordinary wear, damage caused vandalism, the physical impact of rocks or other objects, abrasion or scratching or any other acts, occurrences or defects, faults, or damages not related to defects in materials or manufacture of the Product. Except as otherwise provided by applicable law, Illegal use of the Product will render all warranties, whether express or implied, invalid and of no effect and Safe Haven Defense shall have no liability therefor. (2) The Safe Haven Defense installer is trained and certified as an independent contractor for Safe Haven Defense and Safe Haven Defense is not responsible for representations made by the installer. No Contractor, including the Safe Haven Defense Installer has any authority or power to modify or extend this limited warranty. The benefits under this warranty shall be the sole and exclusive remedy against Safe Haven Defense for any loss arising out of the sale, and/or use of the Product. (3) If any provision of this warranty is unenforceable or ineffective, the rest of this warranty shall remain in effect and be construed as if such provision had not been contained in this warranty. (4) This warranty shall be governed by Arizona law. Regardless of what venue would otherwise be permissive or required, Safe Haven Defense and the customer stipulate that all actions arising under or related to this warranty shall be brought in the federal or state courts located in the City of Phoenix, Arizona. Safe Haven Defense and the customer agree that such forum is mutually convenient and bears a reasonable relationship to this Agreement and waive objection to any venue laid therein.

PLEASE TURN OVER AND COMPLETELY FILL OUT AND RETAIN THIS WARRANTY
CARD AND PRESENT IT TOGETHER WITH PROOF OF PURCHASE TO VALIDATE YOUR
WARRANTY.



Licensee Information

Name

Address

Phone

Email

Website

Install Date

Install Price

Signature

Date

Customer Information

Customer Name

Customer Address

Phone

Email

Website

Signature

Date

PLEASE TURN OVER AND COMPLETELY FILL OUT AND RETAIN THIS WARRANTY CARD AND PRESENT IT TOGETHER WITH PROOF OF PURCHASE TO VALIDATE YOUR WARRANTY.