

PLEASE RETAIN YOUR RECEIPTS

Original receipts are required for both the installation and manufacturer warranties

THE PRESTIGE COMPANIES WARRANTY

As of January 1, 2020 The Prestige Companies warrants each installation of Robbins Auto Tops for a period of eighteen (18) months to the owner of the vehicle with a \$250 repair deductible for additional parts and labor.

Please note that The Prestige Companies warranty for the installation is separate from the manufacturer's warranty for the top itself, and after the installation warranty has expired the owner will be responsible for contacting the manufacturer to make a claim as outlined below.

Robbins Limited Warranty

Robbins Auto Top, long considered the industry leader in technical innovation, proudly introduces the PermaLok Window Bonding system. Not just a new name for an old process, PermaLok is a completely new way of window bonding developed specifically for convertible tops.

Detailed Warranty Information

All Robbins products are guaranteed to be free of defects in materials and workmanship at the time of shipment from our plant. If you or your installer encounters any product issues at the time of installation, contact Robbins Auto Top immediately at 1-877-404-3200 and discontinue installation. Robbins guarantees workmanship and materials against failure during a specified period of time after installation (the Warranty). All warranty time periods start from the date of original purchase and/or installation. Warranty is extended to the first purchaser and is not transferable to subsequent owners. The warranty period does not extend upon installation of warranty replacement products. Additionally, on some products, Robbins may provide reimbursement for a portion of the labor cost to install a replacement part. No labor reimbursement will be available for products installed with obvious defects.

Our Warranty does not cover damage caused to our products by failure to properly operate a convertible top and glass or plastic window by not following the procedures outlined in your owner's manual. Our warranty furthermore does not cover any damage caused by abuse, whether accidental or intentional, or damage which may occur during installation of our products; or caused by failure to use or replace pads, side cables, rain rails or other original

components; or by use of improper cleaning techniques or cleaning solutions. Warranty is void if sewn in tag with serial number is removed from the product.

Convertible Top Limited Warranty Period by Topping Material

American Made Vinyl Sport Toppings

CG - 36 oz Bison (Crush Grain) single texture vinyl.....	6 Years
CM - Cami Double Coated Vinyl (for 7349, 7350 Tops)	6 Years
JD, JP - Isuzu (JD), Suzuki (JP), Denim Backing Vinyl	6 Years
KV - 36 oz. Deluxe Supreme Pinpoint Grain Single Texture Vinyl	6 Years
RC, RS - Robbins 38 oz. Cabrio Grain and Robbins 38 oz. Escort Grain Single Texture Vinyls	6 Years
CH - 36 oz. Chrysler Crush Grain Single Texture Vinyl	6 Years
SS - 36 oz. Chrysler Vinyl Sailcloth Single Texture Vinyl	6 Years
EV - Euro Vinyl Run on Black Polyester/Cotton Backing	6 Years
HV - Twill Grain Vinyl with Black Polyester or Gray Polyester/Cotton Backing	6 Years

Imported Vinyl Sport Toppings

BS - Original British Everflex Vinyl	1 Year
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American and Imported Cloth Sport Toppings

SF - Robbins Sun-Fast® Cloth with Polyester or Cotton backings	6 Years
SFA - Topline Twill Weave Acoustic Cloth with Plain Black poly/cotton backing	6 Years
SFT - Robbins Sun-Fast® Twill Weave Cloth with Plain Black polyester backing	6 Years
SG - Robbins Sun-Fast® "G" Cloth with Polyester doobby backing	6 Years
TW - Haartz Twillfast II Cloth with Polyester/Cotton doobby backing	6 Years
TWR - Haartz Twillfast RPC Cloth topping with Black Polyester/Cotton doobby backing	6 Years
ST, HR - Haartz Stayfast Cloth. No Warranty against ballooning, or creasing	6 Years
LM - Haartz Landmark Cloth topping with gray polyester/cotton blend backing	
*No Warranty against creasing. *6 Years	
A5, A5S - Sonnenland German Cloth with Black 100% Polyester doobby backing	6 Years
GN - Sonnenland Plus German Cloth for 2042R Tops, with Black 100% Polyester Doobby backing	6 Years
GR - Sonnenland Classic German Cloth with cotton doobby backing	
*No Warranty against fading or discoloration in Tan color. *6 Years	

Convertible Tops, Glass & Plastic Window Assemblies

For a period of Six (6) years from the date of first installation to the original owner, Robbins Auto Top, LLC will repair or replace defective units for the following reasons: cracking or breaking of plastic components (excluding plastic windows); delamination of the deck seams; failure or separation of the stitching (excluding fading); delamination of the topping material (excluding Everflex which is one (1) year). Additionally, the bond between the topping material and the glass window is covered by warranty against separation, delamination or leaking for as long as the original owner owns the vehicle on which the top was installed.

Headliners, Top Boots, Tonneau Covers

For a period of Twenty-four (24) months from the date of first installation to the original owner, Robbins Auto Top, LLC will repair or replace defective units for the following reasons: cracking or breaking of plastic components (excluding plastic windows); delamination of the seams; failure or separation of the stitching (excluding fading); delamination of the topping material (excluding Everflex which is one (1) year).

Exclusions From Limited Warranty

Glass Window Heater Grids & Clips: All window heater components are factory tested before shipping and are guaranteed to operate properly at the time of installation. No warranty is offered on these components after the unit is installed. Testing of the grids prior to installation is recommended as no labor credit is available for this defect once installed.

Glass Window Distortion: All glass windows are inspected for distortion during the production process. No warranty is offered for window distortion after the unit has been installed. Careful examination of the glass prior to installation is recommended as no labor credit is available for this defect once installed.

Glass Window Breakage: There is no warranty against breakage of glass windows since we have no control over the use and treatment of glass windows during or after installation.

Plastic Windows: All Plastic windows are inspected for distortion, discoloration, scratches, and blemishes during the production process. No warranty is offered for these issues after the unit has been installed. Careful examination of the window prior to installation is recommended as no labor credit is available for these issues once installed. UV light and certain atmospheric conditions will degrade the plastic windows and therefore we offer no warranty on plastic windows for any reason, including but not limited to, scratches, cracking discoloration or degradation after the unit is installed.

Window Tinting: Application of window tint to glass windows in our convertible tops and glass window assemblies voids our warranty. Window tint (or the installation process) can damage heater defroster grid lines and cause other damage to the glass.

Knots and Minor Blemishes, Direction of Weave in Cloth Toppings: Small knots and blemishes can occur in all cloth toppings due to limitations in the capabilities of the looms which weave the cloth. We cut our tops to obtain optimum stretch for decks, quarters and reinforcements to insure the best fit and long service life. However when we cut cloth toppings with directional weaves such as twill weaves used in our Sun-Fast "G", Twillfast, or German Cloth toppings, decks and quarters may have weaves cut in different directions to obtain the best fit for our products.

Normal Color Fading and Shrinkage: All sport toppings, vinyl or cloth, will experience some color fading and normal shrinkage over time. Robbins cannot be held responsible for this unavoidable "aging" process.

Damage Caused by Worn or Defective Top Frames, Flawed Design of Tops and Top Frames by OEM Manufacturers: Robbins is not responsible for damage to our products, or to the convertibles on which they are installed, resulting from worn, bent or otherwise defective top frames; or defective or missing straps, pads, cables, deep well liner, or other components. Examples: 1997-02 Porsche Boxster, 1987-95 LeBaron, 1989 Mustang, 2005-09 Mustang,

1987-95 BMW 3-Series, 1990-94 Capri, 1990-2002 Mercedes SL, and many other convertibles may have problems which are inherent in the basic design, for which we cannot be held responsible. Vehicle manufacturers generally release TSB's (Technical Service Bulletins) outlining inherent problems with vehicles and recommend solutions. TSB's may be obtained from an authorized dealer or third party source such as AllData.com.

Damage Caused by failure to install side cables or other components, or Incorrect Installation: Robbins cannot be held responsible for damage to our products, or to top frame, interior, body, or other area of the convertible caused by failure to use, correctly install or replace side or rear cables, weather seals, rain rails, top and quarter pads, straps, fasteners or other components installed as original equipment by the convertible manufacturer. Robbins furthermore is not responsible for damage to our products or the convertible on which they are installed caused by the use of incorrect tools or improper installation procedures.

Improper Cleaning or Abuse: Any damage to our products caused by improper cleaning techniques, or use of inappropriate cleaning solutions or solvents, or damage caused by customer abuse whether accidental or intentional, is the sole responsibility of the purchaser.

Zippers, Fasteners and Hardware: These items are inspected and tested during the production process and are guaranteed to be operating properly at the time of shipment. No warranty is offered after the unit has been installed. Careful examination of these items prior to installation is recommended as no labor credit is available for any defects once installed. Always treat zippers and fasteners with care. Always unlatch the top at front before operating zipper on any convertible top or window. Brass zippers should be lubricated regularly using a small amount of bar soap on the teeth.

Color Fading of Thread: Threads are not colorfast and will fade over time. Our black thread offers the highest resistance to fading over any black thread in use, but may fade slightly over time.

Additional Terms and Conditions

Any alteration, modification, substitution of components, etc. that in any manner alters the appearance or the way in which the products function, automatically voids the Warranty protection. Robbins Limited Warranty applies to the original purchaser of our products. Any sale or transfer of the vehicle to another party will void the warranty. The warranty card included with the product should be completed and returned to Robbins Auto Top Company. Alternatively, you may register your product online at www.robbsautotop.com. Note: Without a receipt from a professional installation shop clearly identifying the name of the original owner and the date of installation, Robbins Auto Top will not be able to validate the warranty coverage and no warranty for the product will be available. The receipt must be submitted with any warranty claim. Warranty is void if sewn in tag with serial number is removed from the product.

Robbins Auto Top, LLC does not accept any responsibility in connection with the installation of any of its products by its dealers or agents, nor does Robbins undertake responsibility to any purchaser for warranty expressed or implied by any of its dealers, distributors or agents beyond that which is contained herein.

Without regard to an alleged defect of its products, Robbins, under any circumstances, does not assume responsibility for loss of time, inconvenience, revenue, or other consequential damage including, but not limited to, expenses for telephone, food, lodging, travel, loss or damage to the vehicle the products are installed on or loss or damage to personal property of the purchaser or user of the products.

Robbins reserves the right to make changes in the design of, improvements of, or warranty of its products without imposing any obligation upon itself to provide the same for any products theretofore manufactured.

Robbins cannot be held responsible for damage caused by Acts of God such as flooding, hail storms, tornadoes, earthquakes, etc. There are no additional warranties or guarantees expressed or implied, beyond what is described above. We furthermore do not authorize others to make any claims of merchantability, warranty, fitness, etc., of our products other than what is described herein.

In determining what constitutes a failure under the terms of this warranty the decision of Robbins Auto Top, LLC shall be final.

Professional Installation

To help ensure proper fit and finish, and protect the convertible owner's investment, Robbins products should be installed by Professional Installers only. Our warranty does not cover damage or improper fit resulting from incorrect installation, failure to re-install necessary components, or failure to replace worn or damaged components (cables, straps, pads, brackets, etc.) in order for the top to function properly. Professional Installers have the tools, skills, adhesives, knowledge and experience to install our products correctly. The Installation Guidelines supplied with some of our products are not complete step by step instructions—they alert professional installers to special steps that are required when installing specific products. Installation Guidelines are not offered for all products. Technical Support is offered only for Distributors and Professional Installers. Technical Support does not offer step by step installation guidance. Robbins Auto Top cannot be held liable for any damage or injury sustained while installing our products.

Damage Warning

Damage caused by failure to properly operate a Convertible Top, Tonneau Cover, etc. is the sole responsibility of the purchaser. Most damage of this nature occurs when convertibles are loaned to friends or relatives who are unfamiliar with convertibles. The most common cause of Glass Window breakage is obstruction of the glass during raising or lowering. Before lowering

any Convertible Top, make sure the storage compartment is free of any foreign object such as beach towels, toys, tools etc. In convertibles with soft (pouch type) wells, be sure nothing is underlying the well, and that all trunk contents is secured. Spare tire, tools, cartons, etc., can shift and cause damage when the top is operated. Another cause of glass breakage can be metal top frame components which are out of alignment. If you notice any irregular movement, stiffness, or other problem in lowering or raising your top, immediately take your convertible to an Automotive Trim and Upholstery Shop, or to the OEM dealer to have the frame mechanism inspected. . Additionally, in some convertibles the rear seat backrest can bend over time, and as a result the glass window can snag on the rear seat backrest and shatter when the top is operated. We recommend strongly that you always watch carefully as you raise and lower your convertible top and glass rear window to avoid the sorts of problems described.

Convertible Owner Warranty Request Procedures

If the original owner of the product believes that a defect covered under the terms of this warranty has occurred that owner must immediately contact the retailer or automotive specialist where the product was installed and/or purchased. The retailer/installer will contact Robbins Auto Top, LLC to start the Warranty process. A copy of the retail sales receipt clearly stating the sale/installation date as well as the name of the original owner of the Robbins product reported, and it's Serial Number (packaged with product, and located on sewn in tag and barcode label), must be submitted with your warranty request. In the event the owner cannot contact the selling/installing dealer then the owner should contact the Robbins Customer Service Department.

Products in which a covered defect is found will be repaired or replaced at our discretion, under the terms and conditions contained herein. While this is not required in all instances, Robbins reserves the right to require that any item for which a warranty claim is filed be returned to us for inspection before any warranty adjustment is allowed. Warranty is void if sewn in tag with serial number is removed from the product.

NOTICE: To help ensure proper fit and finish, and protect the convertible owner's investment, Robbins products should be installed by Professional Installers only. See "Professional Installation" above.

Trim and Upholstery Shop Warranty Claim and Return Procedures

NOTE: Each Robbins manufactured product has a Serial Number on a barcode sticker, and a sewn in product label. Please peel the barcode sticker from the product and attach it to the consumer's receipt, or clearly write the number located on the back of the sewn in tag, on the consumer's receipt.

Should a defect be found in one of our products, immediately contact the Distributor from which our product was purchased and provide them with a detailed description of the problem, digital photos if possible, the serial number (found on the sewn in tag and barcode stickers), part

number with material type and color, date of installation, copy of invoice/receipt of purchase, and year-make-model of vehicle on which the product was installed. While in most instances this is not necessary, Robbins reserves the right to inspect any product in which a defect has been reported before taking any additional action.

Your distributor will provide Robbins with a completed Warranty Request Form containing the information you provided them with, along their invoice of purchase from Robbins. Robbins will review the information immediately and take appropriate action. If the product is to be returned and/or replaced a Return Authorization (RA) number will be issued to the distributor and relayed to your shop.

Robbins pays for UPS ground shipping or equivalent for replacement product shipments within the USA only. Replacement products we ship within the USA's 48 contiguous states *will include a UPS Return Label (on or in the box) to expedite product return, for inspection and subsequent credits that may be due. The Return Authorization Number must be clearly written on the box and on all related paperwork sent with returned item *UPS Return Labels are not available for returns where Robbins is not at fault (ordered wrong, etc.).

All returned products are inspected before any credits that may be due are issued. Non-warranty returns (ordered wrong, etc.) must be returned to Robbins as new and are subject to a restocking charge.

Manufacturer reserves the right to void all warranties unless all requested items and documentation are submitted.

Robbins will not accept delivery of items shipped to us without a Return Authorization (RA) Number, or items shipped to us Collect.

Replacement Labor Allowance

If, within Eighteen (18) months of the first installation to the original owner, a Robbins top is found to be defective under the terms of this warranty and replacement on the vehicle is required, Robbins Auto Top will pay a labor allowance to offset a portion of the labor. The amount of the labor allowance will be determined by multiplying the Robbins Installation Flat Rate Hours by the Robbins Warranty Labor Rate in effect at the time of the replacement installation. The labor allowance is not applicable to Headliners, Top Boots, Tonneau Covers or parts and accessories. Labor allowance will only apply to products that were originally installed by a professional installer approved by Robbins Auto Top, LLC. Labor allowance is not offered for replacement products installed without written authorization from Robbins Auto Top, LLC.