asianpaints

Warranty Document

Royale Range of Emulsion

Royale Interior Emulsion Range of Products

Royale Glitz

1A29

Royale Glitz Reserv

1C01

Royale Glitz Ultra Matt

1B36

Royale Shyne Advanced Luxury

1C02

Royale Advanced Luxury

6782

Royale Aspira

1058

Royale Shyne Luxury

0029

Royale Luxury

0030

Royale Matt Luxury

0033

WARRANTY COVER

The warranty cover for the Royale range of products is as follows:

Royale emulsion range, viz. Royale Luxury Emulsion, Royale Advanced Luxury Emulsion, Royale Shyne Luxury Emulsion, Royale Shyne Advanced Luxury Emulsion, Royal Lustre Luxury Emulsion, Royale Matt Luxury Emulsion, Royale Aspira Luxury Emulsion, Royale Glitz Ultra Matt, Royale Glitz Ultra Sheen, Royale Glitz Reserv.

Table 1

Product	Product code	Shade | Color Retention	Film Integrity (Flaking / Peeling)	Anti-Fungal	Sheen	Crack Bridging
Royale Advanced Luxury	6782	8years*	8 years*	5 years*	NA	3 years*
Royale Luxury Emulsion	0030	8 years*	8 years*	5 years*	5 years*	3 years*
Royale Shyne Luxury	0029	8 years*	8 years*	5 years*	5 years*	3 years*
Royale Shyne Advanced	1C02	8 years*	8 years*	5 years*	5 years*	3 years*
Royale Lustre	0125	8years*	8 years*	5 years*	5 years*	3 years*
Royale Matt	0033	8 years*	8 years*	5 years*	NA	3 years*
Royale Aspira	1058	8 years*	8 years*	5 years*	NA	3 years*
Royale Glitz Ultra Matt	1B36	8 years*	8 years*	5 years*	NA	3 years*
Royale Glitz Ultra Sheen	1A29	8 years*	8 years*	5 years*	5 years*	3 years*
Royale Glitz Reserv	1C01	8years*	8 years*	5 years*	5 years*	3 years*

*** (refer Extent of warranty)**

For the purpose of this warranty document, any reference to "company" shall mean Asian Paints Limited. The warranty is valid only on the customer's registration with Company. To register, please call us on 1800-209-5678 and kindly do comply with the requisites within 15 days of purchase of resp. product.

COMMENCEMENT

1. This Warranty shall commence from the date ("**the Commencement Date**") of completion of the painting.

2. If there is a break or recess period in the painting work on the same building, finalizing the commencement date shall be at the discretion of the Company (Asian Paints Limited).

3. The Company at its own discretion may appoint a person to inspect and validate the application of the painting system as per the directions specified.

4. Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

WARRANTY PROCESS

Customer can register warranty through Asian Paints helpline number or Asian Paints website.

Process for registering through helpline number:

- To register warranty on purchased interior product, please call on **18002095678**.
- Please provide required details as asked by warranty agent like customer name, contact number, address, quantity purchased, dealer code, dealer name, dealer contact no, contractor name, contractor BP number, invoice number, date of purchase etc. to register for the warranty.
- Share soft copy of Invoice and supporting documents on email ID: customercare@asianpaints.com to complete registration.
- Once all details are verified, customer shall get soft copy of warranty document on their registered email ID & physical copy within 7-15 days of registration.

Process for registering through Asian Paints website:

- To register warranty through Asian Paints Website please visit: https://www.asianpaints.com/more/warranty.html
- Fill in all the required details asked for warranty registration.
- Share soft copy of Invoice and supporting documents on email ID: customercare@asianpaints.com to complete registration.
- Once all details are verified, customer shall get soft copy of warranty document on their registered email ID & physical copy within 7-15 days of registration.

EXTENT OF WARRANTY *

The warranty shall apply where:

a. The total volume of the said system purchased exceeds 4 litres of topcoat, 4 litres of primer, and 10 Kg of TruCare Wall Putty White / TruCare Acrylic Wall Putty.
b. The warranty is applicable, subject to satisfactory pre-inspection of the interior surface to be painted by the company's representative.
c. The company will only provide replacement paint for re-application of coating, as may be necessary to set right the paint failure in the affected portion only in accordance with liability as indicated in the 'Liability' section.
d. Throughout this warranty the words "Paint Failure" shall mean any of the following occurrence, subject to the other conditions laid under this warranty:
    1. Film Integrity (Peeling / Flaking): Paint film cracking / flaking off from the composite system / Primer coat.
    2. Shade Retention: Visible change in colour due to natural weathering.
    3. Fungal growth: Growth of fungus on wall surfaces* (at least spread over a minimum area 1 sq.mtr (10 sq. feet).
    4. Sheen: Visible drop in sheen due to natural weathering.

5. Cracks: Paint composite cracking, peeling or surfacing of hairline / fine cracks on surface up to 0.5 mm width for Royale Range of Luxury Emulsion, Ex-Royale Matt Luxury Emulsion. Up to 0.3 mm width for Royale Matt Luxury Emulsion.

Definitions of cracks & limitations:

- Hairline cracks: Less than 0.1 mm in width.
- Fine cracks: Up to 0.5 mm width for Royale Range of Luxury Emulsion, Ex-Royale Matt Luxury Emulsion. Up to 0.3 mm width for Royale Matt Luxury Emulsion.

Structural Cracks & Joinery:

Not covered under Warranty Structural Cracks, Cracks arising due to joinery works at joint location for any substrate shall not be covered under warranty.

PLEASE NOTE *THIS WARRANTY IS SUBJECT TO THE CONDITIONS MENTIONED HEREIN*

APPLICATION

1. The Warranty is applicable only when one of the Royale range of products, as mentioned above in Table 1, is applied on Interior Wall masonry surfaces.
2. Pre-existing cracks on the surface should be treated properly to have a crack free surface before product application for warranty to be applicable.
3. Warranty is applicable only when the Paint is applied as per the painting system mentioned below:
    I. First coat Primer - Royale Wall Basecoat or Dampsheath Interior. TruCare Wall Putty White / TruCare Acrylic Wall Putty 2 coat application with dry film thickness deposition less than 2 mm.
    II. Skim coat of TruCare Wall Putty White / TruCare Acrylic Wall Putty 1 coat with dry film thickness deposition less than 1 mm (recommended for better sheen and finish).
    III. Second coat primer - Royale Wall Basecoat or Dampsheath Interior two coats of top coat Royale Emulsion range as per the direction for use (DFU).

EXCLUSIONS

The Warranty will cover only manufacturing defects of Royale Emulsion / Royale Emulsion - Advanced coating Systems & will not cover any defects arising out of factors out of control of the Warrantor, including but not limited to:

1. Paint failure due to structural defects / cracks & damage of film due to high abrasion of the surface with furniture, nails or other sharp objects, abuse or negligence by the customer.
2. Cracks arising due to joinery works at joint location for any substrate, structural cracks or any cracks with up to 0.5 mm width for Royale Range of Luxury Emulsion, Ex-Royale Matt Luxury Emulsion. Up to 0.3 mm width for Royale Matt Luxury Emulsion.
3. De - bonding of the base (material used for levelling) from the surface & cracks formation on the same.
4. The substrate is affected by high alkalinity, water seepage, constant / rising dampness in the substrate, frosting or efflorescence, constant submersion in water or water condensation resulting from temperature gradients.
5. Paint applied on the surface which is contaminated, improper painting system followed or inadequate curing time for the paint film to dry.
6. Usage of improper shade recipes or incorrect bases for tinting colours (other than white shade).
7. Improper surface preparation and / or application.
8. Any act or omission on the part of the Contractor or Customer causing Paint to be defective by any means.
9. Excludes warranty for washability-complete removal of stains, removal of burnish marks, variation in sheen of coating post cleaning / abrasive actions, etc.

For cleaning of painted surface, use mild detergent solution (< 2 % concentration) and soft cloth / sponge to remove dust, dirt and stains of non-penetrating nature. Stains are best removed when cleaned up immediately. Performance on stain cleanability will vary with type of stain and retention of stain on surface, hence not covered. Painted surface is not to be subjected to cleaning with harsh chemicals or cleaning agents based on acid/alkali, peroxides or corrosive materials.

Damage to the coating system caused by external factors, including but not limited to deterioration of the systems caused by external factors including, but not limited to, normal wear and tear, vandalism, improper cleaning or improper use, point loads or mechanical causes, fire, explosion, vibration, structural defects and / or movement, lightning, thunderbolt, acts of God, natural calamities such as earthquake and all other unusual occurrences.

LIABILITY:

1. The company's performance warranty liability will reduce over the warranty period according to the below mentioned scale:

Warranty period- Durability (Colour retention & Film integrity)	Replacement cost
First 12 months	100 %
From month 13 to month 24 after commencement date	90%
From month 25 to month 36 after commencement date	80%
From month 37 to month 48 after commencement date	70%
From month 49 to month 60 after commencement date	60%
From month 61 to month 72 after commencement date	50%

From month 73 to month 84 after commencement date	40%
From month 85 to month 96 after commencement date	30%

Warranty period- Sheen	Replacement cost
First 12 months	100 %
From month 13 to month 24 after commencement date	90%
From month 25 to month 36 after commencement date	80%
From month 37 to month 48 after commencement date	70%
From month 49 to month 60 after commencement date	60%
From month 61 to month 72 after commencement date	50%
From month 73 to month 84 after commencement date	40%
From month 85 to month 96 after commencement date	30%

Warranty period- Anti-fungal performance	Replacement cost
First 12 months	100%
From month 13 to month 24 after commencement date	80%
From month 25 to month 36 after commencement date	60%
From month 37 to month 48 after commencement date	40%
From month 49 to month 60 after commencement date	20%

Warranty period- crack bridging	Replacement cost

First 12 months	100%
From month 13 to month 24 after commencement date	67%
From month 25 to month 36 after commencement date	33%

a. The replacement cost shall be the cost of the paint and labour only, required to set right the area of paint failure only, at the time of the lodgement of claim.

b. The labour rate will be determined by the Company, and it will be a reflection of the current prevailing market labour rates and the same will not be disputed by the Customer, at any point of time. The labour rate may be determined on the basis of a per sq.ft. rate or on a daily wages rate. The Customer will be liable for the balance costs, which are not the Company's obligations, as indicated above.

c. The Company will not be liable for any indirect or consequential loss or damages to the Customer. The Customer's exclusive and sole remedy under this Warranty shall be as mentioned here in this clause.

CLAIMS AND REPAIRS

1) Any claim made in terms of this Warranty shall be made within 30 (thirty) days of the consumer discovering any defect, damage or failure which gives rise to a claim.
2) The consumer shall forthwith notify the Company of the claim providing full details thereof and shall set out the basis on which it believes that the Company is liable in terms of the Warranty. The Company reserves the right to carry out inspections of the paint application process, in which the painting system is alleged to have failed, and to perform any tests in respect thereof and may do so either itself or by means of any person nominated by it. Prior to such inspection or testing, the consumer shall not be entitled to perform

any repairs to or remove or tamper with any part of the painting system.

3) The Contractor or Consumer shall forthwith notify APL of the claim providing full details thereof, and shall set out the basis on which it believes that APL is liable in terms of the warranty. APL reserves the right to carry out inspections of application process, in which the paint is alleged to have failed and to perform any tests in respect thereof, and may do so either itself or by means of any person nominated by it. Prior to such inspection or testing, the customer and/or Contractor shall not be entitled to perform any repairs to or remove or tamper with any part of the painting system.

4) The Company shall use its best endeavors to ensure that the paint required for repairs is available as soon as possible at the place where the repairs are to be carried out, but does not assume liability for any delay in this respect.

5) The Company, in its sole discretion, shall be entitled to:

   i. Control / monitor repainting which is to be carried out in accordance with all its specifications and instructions; and

   ii. Appoint a contractor and / or approve the contractor appointed by the Customer.

MISCELLANEOUS

a. This Warranty disclaims any liabilities, contracts, torts or otherwise, including negligence and strict liability and the Company makes no warranty or merchantability or of fitness for any particular purpose whatsoever for painting system. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein.

b. If any dispute arises between the Company and the Customer, in respect of the above Warranty, neither shall commence any court or arbitration proceedings relating to the dispute, unless they have first complied through mediation.

c. In case of any disputes, the same is subject to exclusive jurisdiction of the courts of Mumbai.

d. The facts and all matters concerning any dispute will be kept confidential by both the Customer and the Company at all times.

e. Warranty terms constitute the agreement between the Customer and Company and supersede any all prior or contemporaneous, oral, or written, representations, understandings or agreements. No modifications or amendments of this Warranty shall be binding unless agreed to by the Parties in writing.