

ROYALE GLITZ



Royale Glitz brings the best of Décor and performance to consumer homes. It redefines the world of Luxury and offers 3-year performance warranty on Crack-free* performance

* Shrinkage and Surface cracks as defined in scope of warranty.

The Warranty is subject to the below terms and conditions:

MUST DO

It is essential to register the warranty to avail the mentioned benefits Refer the warranty document for further details.

HOW TO REGISTER WARRANTY

- a) Call our Asian Paints Helpline on 1800-209-5678 within 15 days from the date of purchase of Royale Glitz
- b) Keep the following information ready. This will help the company to log in the Customer Warranty details electronically, so that the Company can issue Customer Warranty identification Number
 - a. Customer name and contact details
 - b. Site address
 - c. Quantity of Royale Glitz purchased
 - d. The name of the paint shop where the customer bought Royale Glitz
 - e. Invoice number
 - f. Date of purchase
 - g. Name of the contractor who applied Royale Glitz
 - h. Mobile number / Tel. number of the contractor who applied Royale Glitz
- c) Warranty will be registered electronically over the call

- d) The operator will issue a unique Warranty Identification Number
- e) Should you ever experience a problem or have any questions regarding the warranty call on 1800-209-5678 and keep this booklet with your unique Customer Warranty Identification Number and Invoice at hand
- f) For sites where the quantity of Royale Glitz's usage exceeds 30 Litres, the Warranty is subject to a satisfactory pre-inspection of the surface to be painted, by the company's representative.

PAINTING SYSTEM

1. The warranty is applicable only when Royale Glitz is applied on interior wall masonry surfaces with Royale Wall Basecoat.
2. Warranty is applicable only for the cracks that emerge on the surface post application of the product as per the application system recommended in point 3.. 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 Base coat at 50 % Dilution
 - ii. Acrylic Wall Putty - 2 thin coats less than 2mm thickness

OR

- iii. AWP Cement Putty 2 coat application less than 2 mm + Skim coat of acrylic wall putty 1 coat with film thickness deposition less than 1 mm
- iv. Second coat Primer - Royale Wall Base coat at 50 % Dilution
- v. Two coats of topcoat Royale Glitz at spread rate of 130 -140 sq. ft /L

Painted surface is not subject to cleaning with harsh chemicals or cleaning agents based on acid /alkali, peroxides or corrosive materials. Cleaning with mild detergent solution is accepted.

SCOPE OF WARRANTY

Crack-Free* performance against hairline / fine shrinkage and surface cracks < 0.5 mm width

Product	Year of warranty	Crack-Free* Performance
Royale Glitz	3	hairline / fine shrinkage and surface cracks < 0.5 mm width

Warranty shall be applicable where:

- i. Total purchase of the paint Royale Glitz exceeds 20 Litres and undercoat Royale Wall basecoat exceeds 10 Litres or in appropriate proportion of Royale Glitz: Royale Wall Base Coat (2:1) at a particular site.
- ii. For sites where usage quantity of Royale Glitz exceeds more than 30 Litres along with proportionate use of Royale Wall Basecoat, warranty is applicable; subject to satisfactory pre inspection by company representative of the interior surface to be painted.

iii. Company will provide replacement paint for re-application of coating as may be necessary to set right the paint failure in affected portion only in accordance with liability as detailed in “Liability” section

iv. Throughout this warranty document, paint failure shall mean Paint composite cracking, peeling or surfacing of hairline / fine cracks on surface (< than 0.5 mm) after application of the recommended system.

DEFINITIONS OF CRACKS & LIMITATIONS:

- Hairline cracks: Less than 0.1 mm in width.
- Fine cracks: Up to 0.5 mm in width.



Hairline Cracks



Fine Shrinkage Cracks

Structural Cracks & Joinery:

Not covered under Warranty Structural Cracks



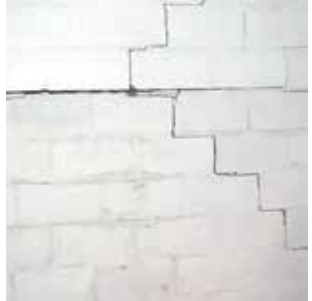
Settlement



Diagonal



Horizontal



Joinery

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

Note: Images shown above are only to illustrate the type of cracks being referred and may not be cited as proof of paint failure in warranty claims.

COMMENCEMENT OF WARRANTY

This warranty shall commence on the date (“the commencement date”) the customer lodges the warranty with company by contacting the appointed channels and furnish all purchase and personal details requested by company.

Company at its own discretion may appoint a representative to visit and inspect the site for usage and validate the application of Royale Glitz with Royale Wall Basecoat as per recommended procedure.

EXCLUSIONS

The Warranty will cover only manufacturing defects of Royale Glitz and will not cover any defects arising out of factors out of control of the Warrantor, including but not limited to:

- i. Paint failure due to structural defects/cracks & damage of film due to high abrasion of the surface with furniture, nails or other sharp objects
- ii. # Structural cracks or any crack with width greater than 0.5 mm
- iii. Cracks arising due to joinery works at joint location for any substrate shall not be covered under warranty
- iv. Abuse or negligence by the customer
- v. De-bonding of the base (material used for levelling in ceiling) from the surface & cracks formation on the same. Failure of underlying plaster which in turn causes a failure of the paint film

- vi. 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.
- vii. Paint applied on the surface, which is contaminated, improper painting system followed or inadequate curing time for the paint film to dry.
- viii. Improper surface preparation
- ix. Normal wear and tear
- x. Any act or omission on the part of the contractor/painter causing the paint to be defective by any means.
- xi. Usage of improper shade recipes or incorrect bases for tinting colours (other than white shade)
- xii. Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

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. Crack free performance is linked to integrity of film and usage of recommended under coat. The company's warranty liability will reduce over the warranty period according to the mentioned scale:

Product	Duration after the commencement date	Percentage of repainting cost
Royale Glitz	0- 12 months	Upto 100%
	13- 24 months	Upto 75%
	25- 36 months	Upto 50%

2. The replacement cost shall cover only the paint cost of “Royale Glitz”, required to set right the area of the paint failure, at the time of the lodgement of the claim. It will not cover any other material or labour cost incurred in repair. The customer will be liable for the balance costs, which are not the company’s obligation as indicated above.

The maximum liability of Asian Paints shall never exceed as mentioned in Point (1)/ Point (2) under Liability, as applicable

The company will not be liable for any indirect or consequential loss or damages to the customer.

MISCELLANEOUS

- a. This Warranty disclaims any liabilities in contracts, tort or otherwise including negligence and strict liability and the Company makes no warranty of merchantability or of fitness for any particular purpose whatsoever for Royale Glitz. 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 the times.

PAINT THAT STEALS YOUR SPOTLIGHT



 **asianpaints**