



WARRANTY BOOKLET

GUJRAT PAINTS **CRYSTAL** —eco—



5 YEARS PERFORMANCE WARRANTY.

GUJRAT PAINTS INDUSTRIES

Quality With Honesty..

www.gujratpaints.com

WARRANTY INFORMATION

This Warranty and all its terms and conditions are agreed and accepted in full for and on behalf of the Consumer.

CUSTOMER DETAILS

Name _____

Contact _____

Site Address _____

PRODUCT DETAILS

Quantity (ltrs.) _____ Area painted (In sq.ft.) _____

DEALER DETAILS

Dealer Name _____

Address _____

Invoice No. _____ Invoice Date _____

CONTRACTOR DETAILS

Contractor Name _____

Contact _____



WAY OF USE

Sand the surface to remove loose Particles or dirt and wipe clean.

Apply 1st coat of **GUJRAT PAINTS** Wall Primer & Allow drying for 4-6 hours.

Smoothen the surface with coats of **GUJRAT PAINTS** Wall Putty. Allow drying for 4 hours. Sand the surface with paper no. 220 or 320 and wipe clean

Apply **GUJRAT PAINTS** Base coat with 1:1 water dilution.

Thin 1 CRYSTAL eco with 350 - 450 ml water.

Apply 2 coats of CRYSTAL eco with 4-6 hours interval between each coat.

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The Warranty Cover

CRYSTAL eco is a world class high performance paint that offers a 5 years Performance Warranty. CRYSTAL eco is a German Formulation based Super Luxury interior category Paint with its testing done in German Labs. The warranty covers Product Performance against Sheen level, Water beading effect, odour less, Stain Resistance, fading, flaking & Peeling.

The Minimum Purchase

For the warranty to be valid, you have to make a minimum Purchase of 20 litre of CRYSTAL eco Super Luxury Interior Emulsion.

Recap

Its essential that you register your warranty to avail the above mentioned benefits. Refer to the warranty information for further details.

How to Register Warranty

- a) Call our Help Line Number 1800 209 1213 (Toll Free) within 45 days from the date of Purchase.
- b) Keep Some Necessary Information Ready.
 1. Customer Name & Contact Details.
 2. Site Address.
 3. Quantity of CRYSTAL eco Purchased.
 4. Name of the Paint Shop from where the Material purchase.

5. Invoice Number
 6. Date of Purchase
 7. Details of Contractor who Applied the CRYSTAL eco
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- c) Your call will be recorded and the warranty will be registered electronically
 - d) In case of any issue with Quality during its Warranty Period, you can call over 1800 209 1213 or mail to customercare@gujratpaints.com. Just keep Invoice and Warranty booklet in your hand.
 - e) In case of Large Quantity, above 120ℓ, You Must ask our Techno Commercial Officer to reinspect the surface to be painted. You can call same toll free number to get the surface inspection by our officer.

EXTENT OF WARRANTY

THE WARRANTY WILL APPLY IN FOLLOWING CONDITIONS.

- a) The total purchase of CRYSTAL eco must Exceeds 20 ℓ for a particular site.
- b) For sites where quantity of CRYSTAL eco usage exceeds 120ℓ, 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 provide Replacement of Paint & Labour 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 word "Paint Failure" shall mean any of the following occurrence, subject to other conditions laid under this warranty.
 1. Flaking, peeling or Paint layer coming off from the substrate.
 2. Shade fading
 3. Growth of Fungus on the Painted Surface
(Minimum area 5 sq.ft.)
 4. Loss of Complete Sheen Effect. (This is reducing)
 5. Water Beading Effect (This is reducing)
 6. Stain Resistance. (This is Reducing over its Life of 5 Years)

COMMENCEMENT & DURATION

- a) This warranty will commence on the date as mentioned over the bill of purchase.
- b) The company at its own may appoint a person to inspect & validate the application of CRYSTAL eco as per the directions specified.
- c) The warranty shall be for a period of 5 years from the date mentioned over the bill of purchase.
- d) where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

APPLICATION

THIS WARRANTY SHALL ONLY BE APPLICABLE WHERE,

- a) CRYSTAL eco has been used on interior masonry wall surfaces only.
- b) The customer has used entire paint system recommended by the company as given in the way for use. Final coverage obtained must be between 6-7 m²/ℓ/2 coats.

LIABILITY

- a) The Company's Liability will reduce over the warranty period according to following scale from the bill date.
 - 1) In the first 12 months, 100% of replacement cost.
 - 2) From 13 to 24 months, 80% of replacement cost.
 - 3) From 25 to 36 months, 60% of replacement cost.
 - 4) From 37 to 48 months, 40% of replacement cost.
 - 5) From 49 to 60 months, 20% of replacement cost.
- b) The Replacement cost will be the Cost of CRYSTAL eco and the Labour Cost only required to set right the area of Paint Failure. The labour rate will be decided by company & it will be as per prevailing market rates. Customer will not have any right to select the labour agency or its rates. The customer will bear the balance costs, which is beyond company's liability which is mentioned in above para a) of LIABILITIES

EXCLUSIONS

The warranty will cover only manufacturing defects and will not cover any defects arising out of the factors out of control of the company, including but not limited to:

- a) Paint failure due to structural defects & damage of film due to high abrasion of the surface with furniture nails or other sharp objects.
- b) High alkalinity, water leakages & seepage within the building structure & continuous dampness of the surface.
- c) Paint Surface is inadequately cured or Contaminated.
- d) improper application process, improper shade making stainers or incorrect bases for tinting colors.
- e) Any Natural calamities (earthquake, cyclone, etc.)
- f) Failure or defects in the structure or previous coating.
- g) causes other than in CRYSTAL eco.
- h) Any act or omission on the part of Contractor/Painter Causing Crystal eco and its application to be defective by any means.

CLAIMS & REPAIRS

- a) Claims must be made within 30 days of discovering any fault or defects.
- b) The consumer will notify the company of the claim with full details thereof and shall notify company the basis on which company is liable in terms of warranty.
- c) The company in its sole discretion shall be entitled to:
 - 1. Control the repainting with all its specs and instructions.
 - 2. Appoint a contractor.
- d) If any dispute arises between company and customer, in respect of above warranty, neither shall commence any court proceeding related to the dispute, unless they have first complied through mediation.
- e) In case of any dispute, they are subject to exclusive jurisdictions of the courts of Mumbai.
- f) The facts and all matters concerning any dispute will be kept confidential by both the customer & the company at all the times.



**For any information
Please Contact us at
1800 209 1213**

(Toll Free)

10 am to 6 pm

or

Write to us at

customercare@gujratpaints.com

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