



Indigo PU Super Gloss Enamel (Platinum Series)

WARRANTY BOOKLET

Indigo Paints Ltd (henceforth referred to as "INDIGO PAINTS" or "Company") offers Four (4) year warranty from date of purchase on its product Indigo PU Super Gloss Enamel (henceforth referred to as "PU Enamel"). This warranty is valid only if Indigo PU Gloss Enamel is applied on entire surface in the specified manner and system recommended and also on complying with the requisites laid hereunder Section B of this document.

To be filled in by the customer & maintained for future reference (recommended):

PRODUCT (including putty, primer, topcoat etc.)	BATCH NO.	SHADE	QUANTITY	AREA PAINTED (sq. ft.)

DEALER NAME	ADDRESS	DEALER INVOICE NUMBER & DATE	DEALER'S STAMP

NAME OF CONTRACTOR	ADDRESS	CONTACT NO.	SIGNATURE

Section A

The warranty shall apply where:

1. The total volume of Indigo PU Super Gloss Enamel & Indigo Red Oxide Metal Primer Gold Series purchased and used on a particular surface exceeds volume of 4 liters each.
2. On sites where the quantity of Indigo PU Super Gloss Enamel & Indigo Red Oxide Metal Primer Gold Series purchased exceeds 20 liters each, the warranty will be applicable, subject to satisfactory pre-inspection of the exterior surface to be painted by the Company's representative.
3. Throughout this warranty the words "Paint Failure" shall mean any of the following occurring, subject to other conditions laid under this warranty.
 - a. Film integrity, flaking and peeling of the topcoat caused after applying the same in prescribed manner as mentioned later in the warranty document.
 - b. Rust streaks and rust spots spreading on the metal surface post application of topcoat.
4. Warranty shall be applicable if the cumulative rust effected area is greater than 10% of the total area.
5. The warranty will be applicable only to surfaces that are part of the regular decorative usage in houses like grills, gates, doors etc. Other metal surfaces like pipes, tanks etc. will not be covered as part of the warranty.
6. Warranty will be provided only on the areas where the integrity of the surfaces is maintained. Surfaces that are damaged by rust prior to the application of the product will not be considered.
7. Warranty will not be covered for the damages due to physical wear and tear due to handles and latches.
8. The below mentioned process of application is followed for all surfaces painted.

Cleaning: Remove existing paint, loose rust, mill scale from the metal surface by chipping/ scrapping completely. Use wire brush/ machine tool to smoothen the rust pikes and sharp edges from the rusted surface.

These rust pikes and sharp edges don't coat completely and hence cause gaps which result in exposure and rust, rendering warranty not being applicable.

In case of welded joints, ensure sharp edges/ pikes* are smoothened with machine tool. Sand the surface with Emery paper 180 and wipe clean. Clean the surface using solvent to remove greasy deposits, fine particle and dust. Ensure the surface is clean and dry before painting.

**Welded joints, ensure sharp edges/ pikes to be coated with extra stripe coat.*

Painting System: The Warranty is applicable only when the Paint is applied as per the painting system mentioned below:

Surface Preparation as mentioned above in point 8

1 coat of Indigo Red Oxide Metal Primer Gold Series (directions of application as mentioned on the pack)

1-2 coats of Indigo Knifing Paste Filler Grey (directions of application as mentioned on the pack)

1 coat of Indigo Red Oxide Metal Primer Gold Series (directions of application as

mentioned on the pack)

2-3 coats of Indigo PU Super Gloss Enamel (directions of application as mentioned on the pack)

The company will provide replacement paint for re-application of coating, as may be necessary to set right the paint failure in accordance with liability as indicated in Section D.

Please note that this warranty is subject to the conditions mentioned herein.

Section B

Commencement and Duration:

1. This warranty shall commence on the date of purchase ("the commencement date") ie; date of invoice. In order for this warranty to be valid the true copy of the tax invoice must be maintained and produced at the time of the claim.
2. The warranty shall be for a period of Four (4) years from the commencement date on durability parameters (film integrity & rust protection) from the commencement date as mentioned in the extent of the warranty.
3. Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

Section C

This warranty shall only be applicable where:

1. The customer has used the entire paint system recommended by the company.
2. No area is left uncoated due to lack of accessibility.
3. Customer should produce the proof of purchase (GST invoice of the dealer form where purchase was made) including those of Indigo primers & Indigo undercoats etc. as per the recommended system / proportion. Estimate sheets and/or Bills without GST/Tax details will not be treated as valid purchase proof.

Section D

1. The Company's liability will be limited to providing PU Enamel required to correct the affected area, at the time of lodgment of the claim. The labour rate will be borne by the customer at the time of correcting the affected area and the same will not be disputed by the customer at any point of time. The customer will also be liable for the balance costs if any, which are not Company's obligations, as indicated above.
2. The Company will not be liable for any direct or consequential loss or damages to the customer. The Customer's exclusive and sole remedy under this warranty shall be as mentioned herein this clause.
3. The Company will be liable for any rust that has spread for more than 10% of the total area. For eg. if the total single surface area applied with top coat is 10 sqm, the company is liable only if the total area covered by rust exceeds by 10% i.e. more than 1 sqm across the surface.
4. The percentage of rust will be determined by the representative of Indigo Paints.

Areas effected by rust will be identified by rust streaks, blisters caused by rust, flaking caused by rust or any other symptom as deemed by the company.

Section E

The warranty will be void in the following events:

1. The warranty will not cover areas which are prone to regular wear and tear like locks, handles etc. which are subject to regular movement.

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

- Paint failures due to structural defects, moss and other vegetative growth, excessive bird droppings/spitting, water leakage and seepage within the building structure and continuous dampness of the surface.
- Natural calamities such as earthquakes, cyclones etc.
- Failure or defects in the structure or previous coating.
- If Primers, putty, undercoats, fillers etc. of brands other than Indigo Paints Ltd. are used before the application of PU Enamel.
- Vandalism.
- Acts of god.
- Abuse or negligence by the costumer.
- Causes other than defects in PU Enamel system.
- Improper surface preparation.
- Surface with contaminants and not dry.
- Paint failure due to efflorescence.
- Normal wear and tear.
- Any act or omission on the part of the contractor/Painter causing the System or the application of PU Enamel to be defective by any means.

Section F

1. Any claims made in terms of this warranty shall be made within 30 days of the consumer discovering any defect, damage or failure which gives rise to the 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 PU Enamel's application process, in which the it 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 paint.
3. The company shall use its best endeavours 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 delay in this respect.
4. The Company, in its sole discretion shall be entitled to Control/monitor re-painting which is to be carried out in accordance with all its specifications and instructions; and Approve the contractor appointed by the customer.

Section G

1. This warranty disclaims any liabilities, contracts, tort or otherwise including negligence and strict liability and the company makes no warranty or merchantability or of fitness for any particular purpose whatsoever for PU Enamel. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein.
2. If any dispute arises between the company and the consumer, 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.
3. In case of any disputes, the same is subject to exclusive jurisdiction of the court in Pune.
4. The facts and all matters concerning any dispute will be kept confidential by both the Customer and the Company at all times.