



CUSTOMER DETAILS :-

CUSTOMER NAME : _____

STATE : _____

CITY : _____

CONTACT NO. _____

EMAIL ID : _____

PRODUCT DETAILS :-

TOPCOAT : _____

QTY IN LTR : _____

BASECOAT : _____

QTY IN LTR : _____

DEALER/CONTRACTOR DETAILS :-

DEALER NAME : _____

CONTRACTOR NAME : _____

CONTRACTOR NO. _____

WARRANTY DETAILS :-

PRODUCT WARRANTY (Yrs) : _____

WARRANTY CODE : _____

APPLICATION & SCOPE



EXTERIOR

1) Nerolac Exterior Topcoat has been used on exterior masonry wall surfaces only.

2) **APPLICATION:**

FRESH PAINTING:

- 1 coat of Nerolac Exterior Primer/ Nerolac Economy Exterior Primer (100% dilution) + 2 coats of topcoat used on sites with recommended dilution mentioned on PDS.
- 1 coat of Nerolac Excel Alkali Primer/ (100% dilution) + 2 coats of topcoat used on sites with recommended dilution mentioned on PDS.
- 1 coat of Nerolac Perma Nodamp with (10% Dilution) + 2nd coat of Nerolac Perma Nodamp without Dilution + 2 coats of topcoat used on sites with recommended dilution mentioned on PDS.
- 1 coat of Nerolac Perma Damp Protect Exterior with (30% Dilution) + 2nd coat of Nerolac Prama Damp Protect Exterior without Dilution + 2 coats of topcoat used on sites with recommended dilution mentioned on PDS.

REPAINTING:

- 1 coat of Nerolac Exterior Primer/ Nerolac Economy Exterior Primer (100% dilution) + 2 coats of topcoat used on sites with recommended dilution mentioned on PDS.
- 1 coat of Nerolac Excel Alkali Primer/ (100% dilution) + 2 coats of topcoat used on sites with recommended dilution mentioned on PDS.
- 1 coat of Nerolac Perma Nodamp with (without Dilution) + 2 coats of topcoat used on sites with recommended dilution mentioned on PDS.
- 1 coat of Nerolac Perma Damp Protect Exterior with (without Dilution) + 2 coats of topcoat used on sites with recommended dilution mentioned on PDS.

- 3) This warranty is applicable only for sites where the quantity of Nerolac product usage exceeds 60 L, subject to satisfactory pre-inspection of the exterior surface to be painted, by the company's representative.
- 4) The company will provide replacement paint only, as may be necessary to set right the **Paint Failure** [defined in Para T&C(3)] in the affected portion only in accordance with liability as indicated in section.
- 5) Performance warranty & Algal warranty will be for same no. of years except for coastal areas and hilly terrains having high vegetation such as states of Kerala, Goa, Districts of Kodagu, Dakshin Kannad, Udupi and Chikmagalur (Karnataka State), Ooty (Tamil Nadu State), Mumbai, Navi Mumbai, Thane, Mahabaleshwar and Lonavala (Maharashtra State) were for performance warranty & algal warranty ref product warranty grid added on our website.

APPLICATION & SCOPE



INTERIOR

1) Nerolac Interior Topcoat has been used on Interior masonry wall surfaces only.

2) **APPLICATION:**

FRESH PAINTING:

- Nerolac Perma Damp Protect Interior (50% dilution) + 2 coats of Nerolac Wall putty* or Nerolac Cement putty + Nerolac Perma Damp Protect Interior (50% dilution) + 2 coats of topcoat used on sites with recommended dilution mentioned on PDS.
- 1 coat of Nerolac Premium (50% dilution) / Nerolac Popular Primer (50% dilution) / Nerolac Economy Interior Primer (100% dilution) + 2 coats of Nerolac Wall putty* or Nerolac Cement putty + 1 coat of Nerolac Premium (50% dilution) / Nerolac Popular Primer (50% dilution) / Nerolac Economy Interior Primer (100% dilution) + 2 coats of topcoat used on sites with recommended dilution mentioned on PDS.

REPAINTING:

- Nerolac Perma Damp Protect Interior (50% dilution) + 2 coats of Nerolac Wall putty* or Nerolac Cement putty + Nerolac Perma Damp Protect Interior (50% dilution) + 2 coats of topcoat used on sites with recommended dilution mentioned on PDS.
- 1 coat of Nerolac Premium (50% dilution) / Nerolac Popular Primer (50% dilution) / Nerolac Economy Interior Primer (100% dilution) + 2 coats of Nerolac Wall putty* or Nerolac Cement putty + 1 coat of Nerolac Premium (50% dilution) / Nerolac Popular Primer (50% dilution) / Nerolac Economy Interior Primer (100% dilution) + 2 coats of topcoat used on sites with recommended dilution mentioned on PDS.

3) This warranty is applicable only for sites where the quantity of Nerolac Interior Topcoat usage exceeds 40 L, subject to satisfactory pre-inspection of the Interior surface to be painted, by the company's representative.

4) The company will provide replacement paint only, as may be necessary to set right the **Paint Failure** [defined in Para T&C(4)] in the affected portion only in accordance with liability as indicated in section 3.

5) The warranty shall be for a period of five (5) years on all performance parameters for Nerolac Interior Top Coat except Fungal growth, for which it will be for a period of three (3) years from the commencement date in coastal areas/high humidity areas and hilly terrains having high vegetation such as states of Kerala, Goa, Districts of Kodagu, Dakshin Kannad, Udupi and Chikmagalur (Karnataka State), Ooty (Tamil Nadu State), Kolkata (West Bengal) and Bhuvneshwar (Orissa) Mumbai, Navi Mumbai, Thane, Mahabaleshwar and Lonavala (Maharashtra State),.

COMMON FOR BOTH EXTERIOR & INTERIOR

- All elements of surface preparation prior to application and application work have been done in accordance with the instructions provided in PDS of each product. Regarding surface preparation and application ref product data sheet.
- The customer has used the entire paint system recommended by the company. Final coverage kindly ref PDS of the product used at site.

REGISTRATION: _____



The warranty is valid only upon the customer's registration with the Company:

TO REGISTER WARRANTY

- 1) The customer first needs to get the site pre-inspected by the company's representative.
- 2) On receiving a satisfactory pre-inspection report from the company's representative, the customer can start the painting of the site.
- 3) Post the completion of the painting of the site or within 30 days from the purchase (whichever is earlier), provide details which is been asked.
- 4) The company will issue a **Warranty Certificate** basis the details shared.

REDUCING LIABILITY

- 1) The company's liability will reduce over the warranty period according to the following scale.

Exterior Eg. Excel Everlast 12 - Performance warranty is for 12 years (within 1st year 100% replacement cost, 2nd year, it will be 91% replacement cost, so on every year 8% replacement cost, will be reduced) Excel Antipeel - Performance warranty is for 5 years (within 1st year 100% replacement cost, 2nd year, it will be 80% replacement cost, so on every year 20% replacement cost will be reduced)

Exterior Product	Reducing Liability every year	
	Economy/Exterior primer	Alkali/CC
Excel Everlast 12	8%	7%
Excel Top Guard/Topcoat	10%	9%
Excel Total/Super	14%	13%
Mica Marble Stretch & Sheen / Mica Marble	16%	14%
Excel Anti Peel/NXT/Super/Excel no dust	20%	17%
Suraksha Dust Resist	33%	20%
Suraksha Sheen/Plus/NXT	33%	25%
Suraksha Arc	50%	33%

Interior Eg. Impression Kashmir - Performance warranty is for 8 years (within 1st year 100% replacement cost, 2nd year, it will be 87% replacement cost, so on every year 13% replacement cost, will be reduced) Beauty Sheen - Performance warranty is for 5 years (within 1st year 100% replacement cost, 2nd year, it will be 80% replacement cost, so on every year 20% replacement cost will be reduced).

Interior Product	Reducing Liability every year
Impression Range	13%
BGW	14%
BG	17%
Beauty Sheen/Smooth	20%
Beauty Little Master	33%

- 2) The replacement cost shall be the cost of the paint Nerolac only required to set right the area of paint failure only, at the time of lodgment of claim. The customer will be liable for the balance costs including labour costs, which are not company's obligations as indicated above.
- 3) The company shall not be held liable for any indirect or consequential loss or damages to the customer.

CLAIMS AND REPAIRS



- 1) The customer shall within 30 days of discovering any defect, damage or failure which gives rise to a claim, promptly inform the Company and shall provide full details there of (unique Warranty Code given at the time of registration).
- 2) The company reserves the right to carry out inspections of the claim(s), and perform any tests in respect thereof, either by itself and/or through its authorized representatives or by means of any person nominated by it, for finding if the claim is arising out of any defect, damage or failure in Nerolac Exterior/Interior Topcoat. Prior to such inspection or testing, the customer shall not be entitled to perform any repairs to or remove or tamper with any part of the paint, Nerolac Exterior/Interior topcoats.
- 3) On basis of the results of the inspection, if it is concluded that the claim has arisen out of the defect, damage or failure of the Nerolac Exterior Topcoat, the Company shall use its best endeavours to ensure that the paint required for repairs is made available as soon as possible, however the company shall not be held liable for any 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.
- 5) The claim shall be read with the 'Liability' clause hereinabove.
- 6) For warranty related query, please contact us:

✉ complaints@nerolac.com ☎ 18002092092

TERMS & CONDITIONS:

- 1) This warranty is confined to the first Customer of the product only and is not transferable.
- 2) Subject to the other terms and conditions of this warranty, the company personnel shall inspect the defects and subject to a satisfactory pre-inspection and assertion of the defect found to be totally on account of '**Paint Failure**' only, shall corrective action be taken.
- 3) **Exterior Paint Failure** is failure as a result of manufacturing defect resulting in [a] film integrity, flaking and peeling of the paint caused by one coat of Neroac Exterior Topcoat coming off from another or the paint, [b] shade fading or [c] growth of fungus/algae (at least spread over a minimum area of 1 sq. mtr.).

It will not in any way cover defects arising out of factors that are out of the control of the company, which includes but is not restricted to:

- a) Intermittent dripping of water due to proximity of vegetation or air-conditioning units or any other sources of water leakage like plant pots.
- b) Water penetration due to capillary rise from the ground level, including water leakage, seeping and continuous dampness of the surface.
- c) Growth of algae or fungus on surfaces other than masonry walls.
- d) Failure on account of structural defects, moss and other vegetative growth, water leakage and seepage within the structure, continuous dampness of the surface, corrosion caused due to use of bleaching chemicals and corrosive material, staining due to plant pots, spitting, bird droppings etc.
- e) Improper surface preparation.
- f) Surface with contaminants and not dry.
- g) Force majeure and other natural calamities such as fire, accidents, earthquakes, floods, cyclones and other unusual phenomenon.
- h) Vandalism.
- i) Abuse or Negligence by the customer.
- j) Normal wear and tear due to ageing resulting in reduction in the paint film thickness.
- k) Negligence/Failure of the Contractor/Painter in following instructions and application procedure.

- 4) **Interiro Paint Failure** is failure as a result of manufacturing defect resulting in [a] film integrity, flaking and peeling of the paint caused by one coat of Nerolac Interior Topcoat coming off from another or the paint, [b] shade fading or [c] growth of fungus on the wall surfaces (Black fungus spots at least spread over a minimum area of 1 sq. mtr.).

It will not in any way cover defects arising out of factors that are out of the control of the Company, which includes but is not restricted to:

- a) Intermittent dripping of water due to proximity of vegetation or air-conditioning units or any other sources of water leakage like plant pots.
- b) Condensation due to Geyser/AC/Cooler/Humidifier or due to extreme weather conditions.

- c) Water penetration due to capillary rise from the ground level, including water leakage, seeping and continuous dampness of the surface.
- d) Growth of algae or fungus on surfaces other than masonry walls.
- e) Failure on account of structural defects, moss and other vegetative growth, water leakage and seepage within the structure, continuous dampness of the surface, corrosion caused due to use of bleaching chemicals and corrosive material, staining due to plant pots, spitting, bird droppings etc.

Paint failure due to structural defects and damage of film due to high abrasion of the surface with furniture, nails or other sharp objects.

High alkalinity, water leakage and seepage within the building structure and continuous dampness of the surface.

Paint applied on a surface which is contaminated, improper painting system followed or inadequate curing time for the paint film to dry.

- f) Improper surface preparation.
- g) Surface with contaminants and not dry.
- h) Failure or defects in the structure or previous coating.
- i) Force majeure and other natural calamities such as fire, accidents, earthquakes, floods, cyclones and other unusual phenomenon.
- j) Vandalism.
- k) Act of God.
- l) Abuse or Negligence by the customer.
- m) Causes other than defects in Interior Topcoat.
- n) Normal wear and tear due to ageing resulting in reduction in the paint film thickness.
- o) Negligence/Failure of the Contractor/Painter in following instructions and application procedure.
- p) Usage of improper shade recipes or incorrect bases for tinting colours.

5) This warranty is a limited warranty and applicable on select shades. For more information, please contact the dealer / company sales representative.

6) Should any claim be entertained during the warranty period and settled, the same shall not be looked upon as a renewal of a fresh warranty.

7) All disputes regarding the warranty or otherwise are subject exclusively to the jurisdiction of the mumbai courts.

8) This warranty is exercisable by the customer only on production of the original copy of the duly filled, signed and stamped warranty forms.

DISCLAIMER: Except as set forth in this entire warranty, the Company makes no warranties, express or implied, with respect to the product, other than stated herein and under no circumstances shall be responsible for any incidental or consequential damages of any kind or nature.