

ap asianpaints

APEX NEW & IMPROVED >>
WEATHER PROOF
EXTERIOR EMULSION

WARRANTY CARD



ap asianpaints
ezycare helpline
09612003355

Warranty ID. No.

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

Shade Name : Quantity (ltrs.) :

Batch No. : Mfg. Date :

Area to be painted (in sq.ft.) :

DEALER DETAILS

Dealer Name :

Address :

Invoice No. : Invoice Date :

Dealer's Stamp :

CONTRACTOR DETAILS

Contractor Name : Tel. No. :

Address :

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How to Register Your Warranty

For sites where the quantity of Asian Paints Apex usage exceeds 100 liters, the warranty is subject to a satisfactory pre-inspection of the surface to be painted by the Company's representative.

For pre-inspections of these sites, please get in touch with your nearest Projects Sales Officer who will guide you through the entire process or call our ezycare helpline on 09612 003355.

The company's representative will pre-inspect the surface to be painted of those sites where the quantity of Asian Paints Apex usage exceeds 100 liters within 10 days of contacting us. In case on pre-inspection the substrate conditions are found to be unsatisfactory, remedial measures will be suggested and additional pre-inspection will be carried out till all conditions are satisfied.

Post the completion of the painting of those sites where the quantity of Asian Paints Apex usage exceeds 100 liters; our representative shall visit the site for a post painting site inspection.

Your Warranty Identification Number will be provided subject to satisfactory inspection by the company's representative.

If you ever experience a problem or have any questions regarding the warranty, you can call our ezycare Helpline on 09612 003355 or get in touch with your nearest Projects Sales Officer and quote your unique Customer Warranty Identification Number for easy identification.

Commencement and Duration

This Warranty shall commence on the date (“the Commencement Date”) that the consumer telephonically lodges his Warranty with the Company and furnishing all the purchase and personal details requested by the Company. In order for this warranty to be valid, the registration needs to be done within 15 (fifteen) days of the completions of painting of Asian Paints Apex.

The Warranty shall be for a period of five (5) years from the Commencement Date on all performance parameters except Algal and/ or Fungal growth for which it will be for a period of three (3) years from the commencement date as mentioned in section ‘Extent of Warranty’.

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

Application

This Warranty shall only be applicable where:

- a. Asian Paints Apex has been used on exterior masonry wall surfaces only.
- b. All elements of Surface Preparation prior to the application and application work have been done in accordance with the instructions provided for Asian Paints Apex with regard to surface preparation and Application as in the Product Information Sheet.
- c. The Customer has used the entire painting system recommended by the Company. Final coverage obtained should be between 50-60 sq.ft/ltr. For all surfaces, an undercoat of

Asian Paints Exterior Wall Primer is to be used followed by at least 2 Topcoats of Asian Paints Apex. All horizontal surfaces have to be coated with an additional 3rd coat for added protection.

Minimum purchase

For the warranty to be valid :

a. Minimum purchase of 100 liters Asian Paints Apex is required.

Asian Paints Apex Warranty Card

Asian Paints (Bangladesh) Ltd. (referred to as “Company”) offers Five (5)* years Warranty from date of purchase, on its product Asian Paints Apex Weather Proof Exterior Emulsion (Referred to as “Asian Paints Apex”).The warranty is valid only on the Customer’s registration with us. To register, please contact your nearest Asian Paints Projects Sales Officer or call our EzyCare Helpline on 09612 003355 within fifteen (15) days of purchase and kindly comply with the requisites laid here under the section ‘How to Register Your Warranty’.

*Five (5) years Performance Warranty against fading, flaking and peeling.

*Three (3) years in case of anti-algal/anti-fungal performance.

You can be assured that your home will look younger and brighter, year after year!

Extent of Warranty

The warranty shall apply where:

- a. The total volume of Asian Paints Apex purchased exceeds 100 liters and the usage on a particular site exceeds 100 liters.
- b. For sites where the quantity of Asian Paints Apex usages exceeds 100 liters, the warranty is applicable, subject to satisfactory pre-inspection of the exterior 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 'Liability' Section.
- d. Throughout this Warranty the words "Paint Failure" shall mean any of the following occurring, subject to the other conditions laid under this Warranty :-
 - i. Film integrity, flaking and peeling of the Asian Paints Apex, caused by one coat of paint. Asian Paints Apex coming off from another or the paint Asian Paints Apex film coming off from the substrate.
 - ii. Shade fading
 - iii. Growth of fungus and algae on wall surfaces* (at least spread over a minimum area of 10 sq.ft.)

PLEASE NOTE THAT THIS WARRANTY IS SUBJECT TO THE CONDITIONS MENTIONED HEREIN.

Exclusions

a. The warranty will be void in the following events:

- i. Intermittent dripping of water due to proximity of vegetation or air- conditioning units or any other sources of water leakage like plant pots.
- ii. Water penetration due to capillary rise from the ground level, including water leakage, seeping and continuous dampness of the surface.
- iii. Growth of algae or fungus on surfaces other than masonry walls.

b. The Warranty will cover only manufacturing defects of Asian Paints Apex and will not cover any defects arising out of factors out of control of the Company, including but not limited to:

- i. 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, staining due to the plant pots.
- ii. Natural calamities such as earthquakes and cyclones
- iii. Failure or defects in the structure or previous coating
- iv. Vandalism
- v. Acts of God
- vi. Abuse or negligence by the Customer
- vii. Causes other than defects in the Asian Paints Apex
- viii. Improper surface preparation
- ix. Surface with contaminants and not dry
- x. Normal wear and tear

xi. Any act or omission on the part of the Contractor/Painter causing the Asian Paints Apex or the application of Asian Paints Apex to be defective by any means

c. While the most durable and fade resistant colour pigments are used in the manufacture of Asian Paints Apex, experience has proven, particularly in coastal areas that fading and chalking do occur with all paint products. Within normal limits this is not considered as an Asian Paints Apex failure.

Liability

a. The Company's liability will reduce over the warranty period according to the following scale:

i. In the first 12 months after commencement Date - 100% of replacement cost.

ii. From month 13 to month 24 after commencement date- 80% of replacement cost.

iii. From month 25 to month 36 after commencement Date - 65% of replacement cost.

iv. From month 37 to month 48 after commencement Date - 40% of replacement cost.

v. From month 49 to month 60 after commencement Date - 20% of replacement cost.

b. The Company's liability will be limited to the cost of paint only.

c. The replacement cost shall be the cost of the paint Asian Paints Apex Weather Proof Exterior Emulsion only required to set right the area of paint failure only, at the time of the lodgment of claim.

d. The Customer will be liable for the balance costs, which are

not company's obligations, as indicated above.

e. 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 herein this clause.

f. Safety of usage and disposal of the paint and contaminated material including the packaging, entirely lies with Owner/Contractor and company does not assume any liability arising out of wrong usage or disposal.

Claims and Repairs

a. Any claim 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 a claim.

b. 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 Asian Paints Apex's application process, in which the Asian Paints Apex 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 inspections or testing, the consumer shall not be entitled to perform any repairs to or remove or tamper with any part of the paint, Asian Paints Apex.

c. 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, does not assume liability for delay in this respect.

d. The Company, in its sole discretion shall be entitled to

i. Control/monitor re-painting which is to be carried out in accordance with all its specifications and instructions

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

by the Customer.

Miscellaneous:

- b. 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 Asian Paints Apex. There are no Warranties expressed or implied under law, which extend beyond the Warranty set out herein.
- c. If any dispute arises between the Company and the Customer, in respect of the above Warranty, neither shall commence any court of arbitration proceedings relating to the dispute, unless they have first complied through mediation.
- d. In case of any disputes, the same is subject to exclusive jurisdictions of the courts of Dhaka, Bangladesh.
- e. The facts and all matters concerning any dispute will be kept confidential by both the Customer and the Company at all times.

To Get The Optimum Results From Asian Paints Apex, Keep These Things in Mind:

1. Eliminate all the factors that allow any surface to remain damp like blocked or leaking pipes.
2. Prior to painting, remove all existing algae/dust/dirt etc. thoroughly using a wire brush.
3. The Directions For Use (DFU) as recommended should be strictly followed especially with regard to dilution and application of appropriate number of coats as mentioned on container/Product Information Sheet.

Directions For Use:

1. **CLEANING:** Ensure that the surface to be painted is free from

any loose paint, dust or grease. Any previous growth of algae needs to be removed thoroughly by vigorous wire brushing and cleaning with water.

2. FILLING: Surface imperfections such as holes, dents, cracks are to be filled with Asian Paints SmartCare CRACK SEAL. For cracks greater than 2 mm width a mixture of cement and sand should be used.

3. WALL PRIMER SEALER: Freshly plastered surfaces should be allowed to cure completely. Apply one coat of Asian Paints Exterior Wall Primer by thinning 1 liter of primer sealer with 1 liter of water. Allow the Primer coat to dry for 4-5 hours. Allow a drying time of 4 - 5 hours.

4. TOPCOAT: Apply 2 - 3 coats by diluting 1 liter of Asian Paints Apex with maximum 400 ml of water. A gap of 4-6 hours should be given between two coats. Ensure that the horizontal surfaces like top of windows, ledges and other horizontal surfaces are painted with an additional third coat for greater protection. Ensure that the final coverage obtained is between 50-60 sq.ft/ltr of Apex.

Maintenance Tips

FOR THE BEST PERFORMANCE OF THE PAINT ENSURE PROPER WASHING AND CLEANING OF ALL ALGAL AND FUNGAL GROWTH AT REGULAR INTERVALS OF SIX MONTHS.

Asian Paints Bangladesh Ltd.

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Call Center No: 08-001-222333, 09612-003344 (9 AM to 9 PM). Call charge free!

Factory & Registered Office:

Plot # 317 & 757, Bahadurpur, Gazipur, Phone: +880-02- 9204482 -83, +880-2 9204483.

Turag Depot:

House - 71, Ashutia, Ashulia Main Road, Block-D, Nishat Nagor, Turag, Dhaka-1230.
Mobile: +880-1730791721.

Demra Depot:

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Khulna Depot:

84 No. Mouza, Gallamary, Batiaghata, Khulna. Mobile: +880-1730057549.

Bogra depot:

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Barisal Depot:

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Rajshahi Depot:

Holding no- 235, Mouza- Kajla, Upazila- Boalia, District- Rajshahi. Mobile: +880-1730328651.

Feni Depot:

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Factory & Registered Office:

Asian Paints Bangladesh Ltd.

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For more information on our products and services, drop us a mail at customercare.apbl@asianpaints.com or log on to www.asianpaints.com.bd or call ezycare helpline: **09612003355**

