



For enquiries, feedback and complaints, please call toll-free number **09612003355** or write to us at [weassure.apbl@asianpaints.com](mailto:weassure.apbl@asianpaints.com)

### Asian Paints Bangladesh Ltd.

**Head Office:** The Pearl Trade Centre (PTC), Cha-90/3, Progoti Sarani, North Badda, Dhaka - 1212. Phone: 09612003355

**Factory & Registered Office:** Gazipur Factory - Plot:# 317 & 757, Bahadurpur, Gazipur-1703  
Mirsarai Factory - Plot # 36, Zone 6, Mirsarai Economic Zone, Bangabandhu Sheikh Mujib Industrial City, Chittagong - 4324



# röyale

LUXURY EMULSION

**SILK** | **SHYNE**

FEELS LIKE SILK

DIAMOND LIKE SHEEN



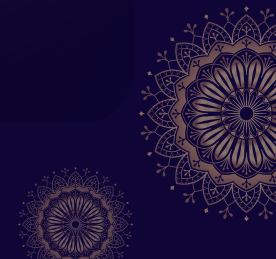
LONG LASTING SHEEN



TOUGH TO STAIN



HD COLOUR



## 10 YEARS FOR SHYNE AND 7 YEARS FOR SILK PERFORMANCE WARRANTY

### THE WARRANTY COVER

Royale Luxury Emulsion is a world class high performance paint that offers a 7 years for Silk and 10 years for Shyne performance warranty. A first of its kind in the interiors category, the warranty covers product performance against fading, flaking and peeling.

### THE MINIMUM PURCHASE

For the warranty to be valid, you have to make a minimum purchase of 20 litres of Royale Luxury Emulsion.

### A SIMPLE REMINDER

It's essential that you register your warranty to avail the above mentioned benefits. Refer to the Warranty information for further details.

### HOW TO REGISTER YOUR WARRANTY

- a) Call our Asian Paints ezycares Helpline on 09612 00 33 55, within fifteen days from the date of purchase of Royale Luxury Emulsion.
- b) Keep the following information ready. This will help the Company to log Customer Warranty electronically, so that the Company can issue Customer Warranty Identification Number.
  - (i) Customer name and contact details
  - (ii) Site address
  - (iii) Shades purchased and the quantity of Royale Luxury Emulsion purchased of each shade
  - (iv) The name of the paint shop where the customer bought Royale Luxury Emulsion
  - (v) Invoice number
  - (vi) Date of purchase
  - (vii) Name of the contractor who applied Royale Luxury Emulsion
  - (viii) Approximate interior surface painting area
  - (ix) Mobile number/Tel. Number of the contractor who applied Royale Luxury Emulsion.
- c) Your call will be recorded and the warranty will be logged electronically.
- d) The operator will issue a unique Warranty Identification Number, which you may write in this booklet in the space provided.
- e) Attach your original invoice to this booklet. Retain the booklet along with the original invoice of purchase during the Warranty period.
- f) Should you ever experience a problem or have any questions regarding the Warranty, call on 09612003355 and keep this booklet with your unique Customer Warranty Identification Number and invoice at hand.
- g) For sites where the quantity of Royale Luxury Emulsion's usage exceeds 150 litres, the Warranty is subject to a satisfactory pre-inspection of the surface to be painted by the Company's representative.
- h) For pre-inspection of those sites where the quantity of Royale Luxury Emulsion usage exceeds 150 litres, call our Asian Paints ezycares Helpline on 09612003355 and provide customer name, contact details and approximate interior surface area to be painted.
  - i) The Company's representative will pre-inspect the surface to be painted of those sites where the quantity of Royale Luxury Emulsion usage exceeds 150 litres within 10 days of calling our Helpline.
  - j) Post the completion of the painting of those sites where the quantity of Royale Luxury Emulsion usage exceeds 150 litres, you must call our Asian Paints ezycares Helpline on 096120033 55 and provide details as indicated in Clause b. This will be followed by a post-painting inspection by the company's representative.
- k) Your Warranty Identification Number will be provided subject to satisfactory inspection by the company's representative

## EXTENT OF WARRANTY

### THE WARRANTY SHALL APPLY WHERE:

- a) The total purchase of Royale Luxury Emulsion exceeds 20 litres for usage on a particular site.
- b) For sites where the quantity of Royale Luxury Emulsion usage exceeds 150 litres, 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 paint and 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 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 paint Royale Luxury Emulsion, caused by one coat of paint Royale Luxury Emulsion coming off from another or the paint Royale Luxury Emulsion film coming off from the substrate.
  - ii. Shade fading
  - iii. Growth of fungus on wall surfaces\* (Black fungus spot at least spread over a minimum area of 10 sq. feet).

### COMMENCEMENT AND DURATION

- a) This Warranty shall commence on the date ("the Commencement Date") that the consumer telephonically lodges his Warranty with the Company by contacting 09612 00 33 55 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 purchase date of Royale Luxury Emulsion.
- b) The Company at its own discretion may appoint a person to inspect and validate the application of the Royale Luxury Emulsion as per the directions specified.
- c) The Warranty shall be for a period of Ten (10) years from the Commencement Date on all performance parameters mentioned earlier in the conditions.
- 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) Royale Luxury Emulsion has been used on interior 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 Royale Luxury Emulsion with regard to surface preparation and application as in the Product Information Sheet / brochure
- c) The Customer has used the entire paint system recommended by the Company. Final coverage obtained should be between 110-140 sq.ft./ltr.

### LIABILITY

- a) The Company's liability will reduce over the warranty period according to the following scale:
  - 1) In the first 12 months after Commencement Date – 100% of Replacement cost
  - 2) From month 13 to month 24 after commencement date – 80% of replacement cost
  - 3) From month 25 to month 36 after Commencement Date – 60% of replacement cost
  - 4) From month 37 to month 48 after Commencement Date – 40% of replacement cost
  - 5) From month 49 to month 60 after Commencement Date – 20% of replacement cost
- b) The replacement cost shall be the cost of the paint Royale Luxury Emulsion and labour only required to set right the area of paint failure, at the time of the lodgement of claim. The labour rate will be determined by the Company and it will be a reflection of the current prevailing market labour rates and the same will not be disputed by the Customer, at any point of time. The labour rate may be determined on the basis of a per sq.ft. rate or on a daily wages rate. The Customer will be liable for the balance costs, which are not Company's obligations, as indicated above. The maximum liability of APBL, if any, shall never exceed the limits as set out in a) and b) above.
- c) 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 here in this clause.

#### EXCLUSIONS

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

- 1) Paint failures due to structural defects and damage of film due to high abrasion of the surface with furniture, nails or other sharp objects, moss and other vegetative growth, excessive bird droppings/spitting,
- 2) High alkalinity, water leakage and seepage within the building structure and continuous dampness of the surface, staining due to plant pots.
- 3) Paint applied on a surface which is contaminated and not dry, improper surface preparation, improper painting system followed or inadequate curing time for the paint film to dry.
- 4) Usage of improper shade recipes or incorrect bases for tinting colours.
- 5) Natural calamities such as earthquakes, cyclones etc.
- 6) Failure or defects in the structure or previous coating.
- 7) Vandalism.
- 8) Acts of God.
- 9) Abuse or negligence by the Customer.
- 10) Causes other than defects in Royale Luxury Emulsion.
- 11) Normal wear and tear.
- 12) Any act or omission on the part of the Contractor/Painter causing Royale Luxury Emulsion or the application of Royale Luxury Emulsion to be defective by any means.

#### 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 Royale Luxury Emulsion's application process, in which Royale Luxury Emulsion 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 customer shall not be entitled to perform any repairs to or remove or tamper with any part of the paint, Royale Luxury Emulsion.
- c) 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.
- d) The Company, in its sole discretion shall be entitled to:
  - 1) Control/monitor re-painting which is to be carried out in accordance with all its specifications and instructions; and
  - 2) Appoint a contractor and/or approve the contractor appointed by the Customer.
- e) 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 Royale Luxury Emulsion. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein.
- f) 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.
- g) In case of any disputes, the same is subject to exclusive Jurisdiction of the courts of Dhaka, Bangladesh.
- h) The facts and all matters concerning any dispute will be kept confidential by both the Customer and the Company at all times.

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 : .....

.....

.....

Asian Paints Bangladesh Ltd. (referred to as "Company") offers 7 years for Silk and 10 years for Shyne Warranty\*, from date of purchase, on its product Royale Luxury Emulsion. The warranty is valid only on the Customer's registration with us. To register, please call on 09612 00 33 55 and kindly do comply with the requisites laid here under the 'How to Register your warranty' section.



# röyale

LUXURY EMULSION

Transform your wall into an exquisite lustrous backdrop with Royale Luxury Emulsion. It is designed with world-class properties with an amazing range of shades in HD colours, stylish high sheen finish, excellent stain resistance and performance warranty to make your home look like a masterpiece.



## SILK

An exquisite paint that provides a luxurious, smooth and silky glowing appearance to your walls.



## SHYNE

A unique finish that demonstrates diamond like sheen and offers enhanced radiance on your walls.



### LONG LASTING SHEEN

Extra ordinary Silky sheen that lasts long



### TOUGH TO STAIN

Advanced Surface Protector with Oleo-phobic & Hydro-phobic properties for extreme Stain Resistance



### HD COLOUR

Brightest & Most vibrant shades with ColourBrite Technology



Performance warranty against fading, flaking, peeling and fungus growth.

# röyale

LUXURY EMULSION

## PAINT APPLICATION PROCESS

APPLICATION	CODE	THINNER	DILUTION %	APPLICATION VISCOSITY <sup>1</sup>	RECOATING PERIOD
STEP 1 SANDING SAND THE SURFACE WITH SAND PAPER 180 AND WIPE CLEAN					
STEP 2 ROYALE WALL BASECOAT BRUSH / ROLLER / SPRAY	0052	WATER	BRUSH / ROLLER SPRAY 50% - 60 %	BRUSH / ROLLER 30 - 40 SPRAY 20 - 25	4 - 6 HRS
STEP 3 TruCare ACRYLIC WALL PUTTY PUTTY KNIFE	0064	WATER	BASED ON REQUIREMENT	N/A	4 - 6 HRS
STEP 4 SANDING SAND THE SURFACE WITH SAND PAPER 180 AND WIPE CLEAN					
STEP 5 ROYALE WALL BASECOAT BRUSH / ROLLER / SPRAY	0052	WATER	BRUSH / ROLLER SPRAY 50% - 60 %	BRUSH / ROLLER 30 - 40 SPRAY 20 - 25	4 - 6 HRS
STEP 6 SANDING SAND THE SURFACE WITH SAND PAPER 320 AND WIPE CLEAN					
STEP 7 FIRST COAT ROYALE LUXURY EMULSION FELT ROLLER*	0053	WATER	ROLLER 30 - 40	FELT ROLLER 24 - 40	4 - 6 HRS
STEP 8 SECOND COAT ROYALE LUXURY EMULSION FELT ROLLER*	0053	WATER	ROLLER 30 - 40	FELT ROLLER 24 - 40	4 - 6 HRS

1. Measurements using a measuring cup. 2. Recoat period is quoted for 25°C and 50% Relative Humidity, these may vary under different conditions.