

# 5 YEAR PERFORMANCE WARRANTY

## THE WARRANTY COVER

Royale Aspira is a world class high performance paint that offers a 5-year 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 Aspira Luxury Interior 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 Helpline on 1800-209-5678, within fifteen days from the date of purchase of Royale Aspira.
- b) Keep the following information ready. This will help the Company to log in the Customer Warranty details electronically, so that the Company can issue Customer Warranty Identification Number.
  1. Customer name and contact details
  2. Site address
  3. Quantity of Royale Aspira purchased
  4. The name of the paint shop where the customer bought Royale Aspira
  5. Invoice number
  6. Date of purchase
  7. Name of the contractor who applied Royale Aspira
  8. Mobile number/Tel. number of the contractor who applied Royale Aspira
- c) Your call will be recorded and the Warranty will be registered electronically.
- d) The operator will issue a unique Warranty Identification Number.
- e) Should you ever experience a problem or have any questions regarding the Warranty, call on 1800-209-5678 and keep this booklet with your unique Customer Warranty Identification Number and invoice at hand.
- f) For sites where the quantity of Royale Aspira'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.
- g) For pre-inspection of those sites where the quantity of Royale Aspira usage exceeds 300 litres, call our Asian Paints Helpline on 1800-209-5678 and provide Customer name, contact details and approximate interior surface area to be painted.
- h) The Company's representative will pre-inspect the surface to be painted of those sites where the quantity of Royale Aspira usage exceeds 300 litres within 10 days of calling our helpline.
- i) Post the completion of the painting of those sites where the quantity of Royale Aspira usage exceeds 300 litres, you must call our Asian Paints Helpline on 1800-209-5678 and provide details as indicated in Clause b. This will be followed by a post-painting inspection by the Company's representative.
- j) Your Warranty Identification Number will be provided subject to satisfactory inspection by the Company's representative.



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## EXTENT OF WARRANTY

### THE WARRANTY SHALL APPLY WHERE:

- a) The total purchase of Royale Aspira exceeds 20 litres for usage in a particular site.
  - b) For sites where the quantity of Royale Aspira 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 occurrence, subject to the other conditions laid under this Warranty:
    1. Flaking or peeling of the paint Royale Aspira, caused by one coat of paint Royale Aspira coming off from another or the paint Royale Aspira film coming off from the substrate.
    2. Shade fading.
    3. Growth of fungus on the wall surfaces (Black fungus spots at least spread over a minimum area of 10 sq. ft.).
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 Aspira 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 APL if any, shall never exceed the limits as set out in a) and b) above.

### 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 1800-209-5678 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 Fifteen (15) days of the purchase date of Royale Aspira.
- b) The Company at its own discretion may appoint a person to inspect and validate the application of the Royale Aspira as per the directions specified.
- c) The Warranty shall be for a period of Five (5) 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 Aspira has been used on interior masonry wall surfaces only.
- b) The Customer has used the entire paint system recommended by the Company as given in the directions for use section. Final coverage obtained post the correct usage should be between 120-140 sq. ft./l.

### LIABILITY

- a) The Company's liability will reduce over the Warranty period according to the following scale:

### EXCLUSIONS

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

- a) Paint Failure due to structural defects and damage of film due to high abrasion of the surface with furniture, nails or other sharp objects.
- b) High alkalinity, water leakage and seepage within the building structure and continuous dampness of the surface.
- c) Paint applied on a surface which is contaminated, improper painting system followed or inadequate curing time for the paint film to dry.
- d) Usage of improper shade recipes or incorrect bases for tinting colours.
- e) Natural calamities such as earthquakes, cyclones, etc.
- f) Failure or defects in the structure or previous coating.
- g) Vandalism.
- h) Acts of God.
- i) Abuse or negligence by the Customer.
- j) Causes other than defects in Royale Aspira.
- k) Normal wear and tear.
- l) Any act or omission on the part of the Contractor/Painter causing Royale Aspira or the application of Royale Aspira 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 he believes that the Company is liable in terms of the Warranty. The Company reserves the right to carry out inspections of the paint Royale Aspira's application process, in which Royale Aspira 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 Aspira.
- 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 Aspira. 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 Mumbai.
- h) The facts and all matters concerning any dispute will be kept confidential by both the Customer and the Company at all times.

## 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 to be painted (In sq.ft.) .....

### DEALER DETAILS

Dealer Name .....

Address .....

Invoice No. .... Invoice Date .....

### CONTRACTOR DETAILS

Contractor Name ..... Tel. No. ....

*Asian Paints Ltd. (referred to as 'Company') offers Five (5) Year Warranty\*# from date of purchase, on its product Royale Aspira Luxury Interior Emulsion (referred to as 'Royale Aspira'). The Warranty is valid only on the Customer's registration with us. To register, please call on 1800-209-5678 and kindly do comply with the requisites laid under the 'How to Register your Warranty' section.*

# DIRECTIONS FOR USE

Process	Thinner	Dilution% (By volume)	Application viscosity (sec)	Recoating period (hrs)
<b>Cleaning</b> Sand the surface with Sand Paper No.180 and wipe the surface clean.				
<b>Priming</b> Apply 1 coat of Asian Paints Royale Wall Basecoat	Water	50%		4-6 hrs
<b>Putty</b> Level the surface with coats of Asian Wall Putty (0079) or Asian Acrylic Wall Putty (1354).	Water	As required	NA	4-6 hrs
<b>Sanding</b> Sand with Sand Paper 180 and wipe clean				
<b>Priming</b> Apply 1 coat of Asian Paints Royale Wall Basecoat	Water	50%		4-6 hrs
<b>Sanding</b> Sand the surface with sand paper No. 320/400 and wipe clean.				
<b>Painting 1st coat</b> Dilute 1 litre of Royale Aspira.	Water	400 ml		4-6 hrs
<b>Painting 2nd coat</b> Dilute 1 litre of Royale Aspira.	Water	400 ml		4-6 hrs

*\*For best results, use the Asian Paints Royale roller for application.*

# ROYALE ASPIRA

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