



# Gaumaya Paints

A smart choice

## GAUMAYA ***BUDGET EXTERIO***

**WARRANTY CARD**



**Wallputty | Primer | Paint | Distemper**

\*T&C APPLY

FOR MORE DETAILS. **7303710021 / 7578014437** / **WWW.GAUMAYAPAINTS.COM**

# WARRANTY INFORMATION

**CUSTOMER DETAILS** \_\_\_\_\_

**NAME** \_\_\_\_\_

**CONTACT** \_\_\_\_\_

**SITE ADDRESS** \_\_\_\_\_

**WARRANTY SERIAL NO.** \_\_\_\_\_  
(TO BE ISSUED TO THE CUSTOMER)

**WARRANTY COMMENCEMENT DATE** \_\_\_\_\_

**PRODUCT DETAILS**

**SHADE NAME** \_\_\_\_\_ **QUANTITY (LTRS.)** \_\_\_\_\_

**BATCH NO.** \_\_\_\_\_ **MFG. DATE** \_\_\_\_\_

**AREA TO BE PAINTED (IN SQ. FT.)** \_\_\_\_\_

## SUPPLIER'S DETAILS

**SUPPLIER'S NAME** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

**INVOICE NO.** \_\_\_\_\_ **INVOICE DATE** \_\_\_\_\_ **SUPPLIER'S STAMP**

## TO BE FILLED BY THE CUSTOMER

**CONTRACTOR'S NAME** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

\_\_\_\_\_

**TEL. NO.** \_\_\_\_\_

## **GAUMAYA BUDGET EXTERIO**

Gaumaya Budget Exterio saves time, effort and money. It is a water-based exterior wall finish with unique water resistance technology. It's the perfect outdoor paint as it has a first-rate resistance to chalking, cracking, and weathering as opposed to cement paints. With 3 years performance warranty, Gaumaya Budget Exterio keeps your walls shining for a long time, and keeps the compliments coming.

For the purpose of this warranty document, any reference to "company" shall mean Gaumaya Agro Private Limited. The warranty is valid only on the customer's registration with us. To register, please call us on 7578014437 / 7303710021 and kindly do comply with the requisites.

### **COMMENCEMENT OF WARRANTY**

- This warranty shall commence from the date ("the commencement date") of completion of the painting project on the said building or the structure.
- If there is a break or recess period in the painting work on the same building, finalizing the commencement date shall be at the discretion of the Gaumaya Paints team.
- The company at its own discretion may appoint a person to inspect and validate the application of the system as per the directions specified.
- The warranty shall be for a period of three (3) years on Durability parameters (Film integrity and Colour Retention) and one (1) year on anti-algal from the Commencement Date as mentioned in the extent of warranty section.
- If any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

### **SCOPE OF WARRANTY**

Gaumaya Budget Exterio is high performance paints that offer a 3-year performance warranty and 1-year warranty against growth of algae and fungi. A first of its kind, the warranty covers product performance against fading, flaking and peeling.

### **APPLICATION PROCESS TO BE FOLLOWED**

#### **This warranty shall only be applicable where:**

- a.The total volume of paint purchased is at least 30 litres or more and the usage on a particular site equals or exceeds 30 litres.
- b.The Company will only provide the replacement cost for paint and labor 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.
- c.Throughout this Warranty the words "Paint Failure" shall mean any of the following occurring, subject to the other conditions laid under this Warranty:-
  - a)Film integrity, flaking and peeling of the paint caused by one coat of paint coming off from another or the paint film coming off the substrate
  - b)Shade fading
  - c)Growth of fungus and algae on wall surfaces\* (at least spread over a minimum area of 10 sq feet)

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

### **APPLICABILITY OF WARRANTY**

The warranty will be applicable where:

- a.The painting system has been used for vertical exterior masonry wall surfaces only.
- b.For the warranty to be valid, you should have made a minimum purchase of 30 litres of Gaumaya Budget Exterio Emulsion
- c.All elements of Surface Preparation prior to the Application and application work have been done in accordance with the instructions provided with regard to surface preparation.
- d.The customer has used the entire paint system recommended by the company. Final Coverage of the paint obtained should be between 50-60 sq.ft./litr in 2 coats. It shall be mandatory to have applied an undercoat of Gaumaya Advanced Wall Primer

with an obtained coverage of 100-110sqft/Ltr in 1 coat, subsequently followed by at least 2 top-coats of Gaumaya Budget Exterio.

## **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. Water seepage arising out of interior components of the building like concealed plumbing, bathroom/toilets with eroded tile joints or faulty nahani traps etc.
- iv. Growth of algae or fungus on surfaces other than the masonry walls.
- v. Inadequate housekeeping of terrace or roof, rainwater drain lines resulting into water logging.
- vi. Deterioration of film integrity and shade fading due to lime blooming arising from the masonry wall.
- vii. Inadequate housekeeping of terrace or roof resulting into water logging.
- viii. Defects in the design of the building or roofing system, including inadequate drainage system, settlement, movement or othr structural defects.
- ix. Exposure of Gaumaya Budget Exterio to damaging substances such as chemicals, solvents or oils.
- x. Building or structural expansion or additions or reductions, shifting, distortion, failure or cracking of building components.
- xi. Puncturing of cured membrane due to sharp objects, movements of heavy articles, fixing of antenna or other structures on the terrace.
- xii. Removal, excavation or replacement of concrete or other materials in connection with the testing, repair, removal or replacement of the product.
- xiii. Leaks or damages resulting from any additional installations on the surface coated with the system or usage on surfaces that already has pre-installed elements that is not consistent with the recommended application.
- xiv. Any extension of building/civil or structural modification post painting will make the warranty void.
- xv. Warranty will be void in case of mechanical damage/puncturing of the paint film (whether on horizontal or vertical) including but not limited to sharp objects, plantation near the building etc.
- xvi. The warranty will not be valid in case of failure of the underlying plaster or putty coat or texture paint which in turn causes a failure of the Gaumaya Budget Exterio Paint.

b.The warranty will cover only the manufacturing defects of Gaumaya Budget Exterio 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, damage of paint due to ants & insects water leakage and seepage within the building structure and continuous dampness of the surface, staining due to plant pots.
- ii. Natural calamities such as earthquakes, 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 Gaumaya Budget Exterio
- 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 Gaumaya Budget Exterio to be defective by any means.

## **LIMITATION OF LIABILITY**

- a. The company will be liable for the replacement cost of paint and labour only required to set right the area of paint failure only, at the time of the lodgement of claim.
- b. 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 wage rate. The customer will be liable for the balance costs, which are not company's obligations, as indicated 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.
- d. The company's liability will reduce over the warranty period according to the following scale:

<b>S. No</b>	<b>Duration</b>	<b>Liability</b>
1	Within first 12 months of the Commencement of Warranty	100% of replacement Cost
2	From 13 months to 24 Months of the Commencement of Warranty	70% of replacement Cost
3	From 25 months to 36 Months of the Commencement of Warranty	30% of replacement Cost
4	After 36 Months of the Commencement of Warranty	0% of replacement Cost

## **CLAIMS**

- 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 application process, in which the Exterior Paint 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 Gaumaya Budget Exterio paint.
- c. The company shall use its best efforts 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:
- Control/monitor re-painting which is to be carried out in accordance with all its specifications and instructions; and
  - Appoint a contractor and/or approve the contractor appointed by the customer.

## **JURISDICTION**

- a. 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 Gaumaya Budget Exterio. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein.
- b. 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.
- c. In case of any disputes, the same is subject to exclusive jurisdiction of the courts of Bargarh.
- d. The facts and all matters concerning any dispute will be kept confidential by both the customer and the company at all times.





## LET'S SAVE OUR FUTURE FROM POISONOUS METALS - THANK YOU

For Feedback / Complaints Contact us on GAUMAYA CUSTOMER CARE NO.7578014437, 7303710021

or Email us at : support@gaumayapaints.com

For more information visit our website :

[www.gaumayapaints.com](http://www.gaumayapaints.com)



Healthy India

Manufactured & Marketed by :  
**GAUMAYA AGRO PRIVATE LIMITED**

Registered Address :  
Tarini Vihar, At - Ambapali,  
Post/ Distt. Bargarh, Odisha - 768028

Branch Office  
Plot-1432/2191, Jayachandi Vihar,  
Post - Jayapur, Near Audi Service centre,  
Pahal, Bhubaneswar, Odisha-752101

Manufactured at :  
**GAUMAYA AGRO PRIVATE LIMITED**  
Block-Sohela, District- Bargarh Odisha, Pin- 768033

### OUR CLIENTS

