



# Joie

CLASSIC EXTERIORS

**BRIGHT FINISH | 2 YEARS WARRANTY\***

**ANY COLOUR  
ONE PRICE**



# WARRANTY COVER

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The warranty cover for the Economy range of products performance is as under:

Application System		Warranty Period in No. of Years for Warranty Parameters**
Topcoat	Undercoat	Flaking, Peeling, Shade Fading*
Joie Classic Exteriors	Wall Primer Exteriors	2 years*
Joie Classic Exteriors	Joie Primer Exteriors	2 years*

\* (refer Extent of warranty)

## WARRANTY COMMENCEMENT

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The Warranty shall commence from the date of registering the warranty by calling at JSW Paints Customer Care Centre on 1800-121-5797 and sharing the details as requested by the company. The Customer shall provide complete details of self and of purchase along with the proof of purchase. In order for this warranty to be valid, the registration needs to be completed Within thirty (30) days from the date of purchase of the product.

Where any claim arises during the Warranty Period, Warranty shall not start afresh. It shall be a continuity of the original Warranty.

If there is a break or recess period in completing the painting, determining the commencement date will be at the discretion of the JSW Paints team.

The Company at its own discretion may appoint a representative to inspect and validate the application of the painting system as per the directions specified.

## WARRANTY REGISTRATION PROCEDURE

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Customer can register the warranty through JSW Paints helpline number or JSW Paints website.

**Process for registering through helpline number:**

- In order to register warranty for the purchased Joie Exterior product range, please call on 1800-121-5797.
- The following details will be required to register the warranty - Customer Name, Contact Number, Address, Product purchased, Quantity purchased, Invoice number and details, Date of purchase, Dealer Name, Dealer Contact Number, Contractor Name, etc. Please provide all the required details to the warranty agent as asked.
- In order to complete the registration, please send across the soft copy of the invoice and supporting documents to the following email id: [ccpaints@jsw.in](mailto:ccpaints@jsw.in)
- Post verification of all the details, the customer will receive a soft copy of warranty registration document on their registered email id and the physical copy within 7-15 days of registration.

#### **Process for registering through JSW Paints website:**

- In order to register warranty for the purchased Joie Exterior product range through JSW Paints website, please visit: <https://www.jswpaints.in/warranty-retail>
- Enter all the required details asked for warranty registration.
- In order to complete the registration, please send across the soft copy of invoice and supporting documents to the following email id: [ccpaints@jsw.in](mailto:ccpaints@jsw.in)
- Post verification of all the details, the customer shall get a soft copy of warranty registration document on their registered email id and the physical copy within 7-15 days of registration.

## **EXTENT OF WARRANTY\***

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The warranty shall be applicable only where:

- a. The total volume of the said system purchased exceeds 30 litres of topcoat and 30 litres of primer.
- b. 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 provide the replacement cost, in accordance with liability as indicated in the 'Liability' section.
- d. Throughout this warranty the words 'Paint Failure' shall mean any of the following occurrences, subject to the other conditions laid out under this warranty:

- 1) Film Integrity (Peeling/Flaking): Paint film cracking/flaking off from the painted surface/composite system/Primer coat where at least 20sq.ft. of minimum continuous area has detached from substrate or starts to come off as flakes or chips.
- 2) Shade Fading: Visible colour variation resulting from natural weathering over a minimum continuous area of 20 sq.ft. on one wall equally exposed to climatic conditions. Any variation due to variation in intensity of light, unevenness of substrate, variation in sheen, non-uniform dust accumulation, salt deposited on the surface is not considered as shade fading.

PLEASE NOTE: THIS WARRANTY IS SUBJECT TO THE CONDITIONS MENTIONED HEREIN

## APPLICATION

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1. The Warranty is applicable only when Joie Exterior Emulsion range, as mentioned above, is applied on Exterior Wall masonry surfaces.
2. Pre-existing cracks on the surface should be treated properly to ensure a crack-free surface before product application for warranty to be applicable.

3. Warranty is applicable where –

Prior to application and application work, all elements of surface preparation have been done in accordance with the instructions provided for Product with regards to surface preparation and application as in the Product Information Sheet as below.

- I. First coat Primer- JSW Paints Exterior Wall Primer, JSW Paints Joie Exterior Primer.
- II. Second coat primer- JSW Paints Exterior Wall Primer, JSW Paints Joie Exterior Primer.
- III. Two coats of top-coat Joie Classic Exteriors Emulsion range as per the directions for use.

## EXCLUSIONS

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- a. The Warranty will be void in the following events:
  - i. Intermittent dripping of water due to closeness to vegetation or AC units, or any other sources of water leakage like plant pots. Water ingress from

bathroom, toilets, kitchen sinks, or any area not treated with Roofcoat and Joie Exteriors System.

- ii. Water ingress due to capillary rise from ground level.
- iii. Water ponding over terrace and sun shades due to poor slope/drainage system or poor housekeeping (irregular cleaning of the water outlets from roof).
- iv. Growth of algae or fungus on surfaces that aren't masonry walls.
- v. Defects in the design of the building or roofing system, like improper drainage system, movement, or settlement.
- vi. Leakages through water storage tanks on terraces/ducts.
- vii. Water seepage through ducts or other areas where Joie Exteriors System is not applied due to inaccessibility of that area.
- viii. Any damage to the paint film due to contact with solvents, oils, sharp objects, fixing of Antenna/AC units, or movement of heavy weights.
- ix. Expansions of any kind (building/structural), additions or removals, movement, distortion, failure, or cracking of structural components.
- x. Removal, excavation or replacement of materials like concrete to test, repair, remove, or replace the product.
- xi. Leaks or damages resulting from any additional installations on or through the product, or flashing after the initial installation that is not consistent with Joie Exteriors application.
- xii. Any extensions to the building, or civil/structural modifications post-painting.
- xiii. Damage to paint film due to staining and continuous dampness caused by plant pots, bird droppings, spitting, and ants or insects.
- xiv. Water leakage/seepage through external or internal drainpipes carrying water from the highest floor to the lowest. Because of this it seems to be like spot discolouration/fading of paint colour which is not actual fading due to weathering.
- xv. 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 JSW Paints Joie Exteriors film.
- xvi. The Warranty would be void in case of water leakages arising out of uncoated surfaces/structures that are directly connected to the structure painted with Joie Exteriors system.

- xvii. Any negligence by the applicator during the surface preparation/application process.
- b. The Warranty will cover only the manufacturing defects of the Wall Primer Exteriors/Joie Primer Exteriors and/or Joie Classic Exteriors and will not cover any defects arising out of factors out of control of the Company, including but not limited to:
  - i. Paint failures caused by structural defects, moss/algae/bacteria/etc., excessive bird droppings, spitting, ants and insects, water leakage and seepage within the building structure, continuous dampness of the surface, staining due to plant pots, and rust trailing from grills.
  - ii. Any issue due to proximity of dense trees especially in forest areas and hill stations
  - iii. Natural calamities such as earthquakes and cyclones.
  - iv. Failure or defects in the structure or previous coating.
  - v. Vandalism.
  - vi. Acts of God.
  - vii. Abuse or negligence by the Customer.
  - viii. Causes other than defects in the Wall Primer Exterior and/or Joie Exterior.
  - ix. Improper surface preparation.
  - x. Surfaces with contaminants and not dry.
  - xi. Normal wear and tear.
  - xii. Any act or omission on the part of the contractor/painter causing the Joie Exteriors and Wall Primer Exteriors/Joie Primer Exteriors or the application of same as before to be defective by any means.

## LIABILITY

Number of Years	Replacement costs for warranty parameters Flaking, Peeling, Shade Fading
0 to 1	100%
1 to 2	50%
After 2 years	0%

- a) The replacement cost will cover only the cost of paint and labour needed to repair the affected area of paint failure, as determined at the time the claim is submitted.
- b) The company will determine the labour rate, which will be based on the prevailing market labour rates and will not be disputed by the customer at any time. The labour rate may be set either on a per sq.ft. basis or as a daily wage rate. The customer will be responsible for any additional costs that are not the company's obligation, as outlined above.
- c) The Company shall not be liable for any indirect or consequential losses or damages incurred by the Customer. The Customer's sole and exclusive remedy under this Warranty is limited to the provisions outlined in this clause.

## CLAIMS AND REPAIRS

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- 1) Any claim under this Warranty must be submitted within thirty (30) days from the date the Customer becomes aware of the defect, damage, or failure giving rise to the claim
- 2) The Customer shall promptly notify the Company of any claim under this Warranty, providing complete details and clearly stating the basis for the claim. The Company reserves the right to inspect the paint application area where the alleged failure has occurred and to conduct any necessary tests, either directly or through an appointed representative. Until such inspection or testing is completed, the Customer shall not undertake any repairs, or alter, remove, or tamper with any part of the painting system.
- 3) The Contractor or Customer shall promptly notify JSW Paints of any claim under this Warranty, providing complete details and clearly stating the basis for the claim. JSW Paints reserves the right to inspect the application process of the Joie Exteriors range, where the alleged failure has occurred, and to conduct any necessary tests. Such inspections or tests may be carried out either directly by JSW Paints or through an appointed representative. Until the completion of such inspection or testing, neither the Customer nor the Contractor shall undertake any repairs, or alter, remove, or tamper with any part of the painting system.
- 4) The Company will make every reasonable effort to ensure the timely availability of the required paint at the repair site; however, it shall not be held liable for any delays in this regard.
- 5) 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

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- a) This Warranty expressly disclaims any liability arising in contract, tort (including negligence), or under strict liability. The Company makes no warranties, express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose, with respect to the painting system. No warranties exist beyond those expressly stated in this Warranty.
- b) In the event of any dispute arising between the Company and the Customer in relation to this Warranty, neither party shall initiate court or arbitration proceedings unless they have first attempted to resolve the dispute through mediation
- c) In case of any disputes, the same shall be subject to exclusive jurisdiction of the courts of Mumbai.
- d) The facts and all matters concerning any dispute shall be kept kept confidential by both the Customer and the Company at all times.
- e) These Warranty terms constitute the entire agreement between the Customer and the Company and supersede all prior or contemporaneous oral or written representations, understandings, or agreements. No modification or amendment to this Warranty shall be valid unless made in writing and signed by both parties.

# Joie

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**JSW PAINTS** 

Think Beautiful

For more information, visit [www.jswpaints.in](http://www.jswpaints.in)  
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