

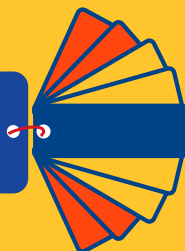


Joie

CLASSIC INTERIORS

EMULSION FINISH | 2 YEARS WARRANTY*

**ANY COLOUR
ONE PRICE**



WARRANTY COVER

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	Chalking, Flaking, Peeling, Shade Fading*
Joie Interiors	Wall Primer Interiors	2 years*
Joie Interiors	Joie Primer Interiors	2 years*

* (Refer to 'Extent of Warranty' section)

WARRANTY COMMENCEMENT

The Warranty shall commence from the date of registering the warranty by calling the 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

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 Interior 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
- 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 Interiors 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
- 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*

The warranty shall be applicable only where:

- a) The total volume of the said system purchased exceeds 4 litres of topcoat, 4 litres of primer and 10 kg of putty.
- b) 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 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 occurrence, subject to the other conditions laid under this warranty:

- 1) Chalking: Paint deposits on the bare hand in powder form even with hand rub without pressure for a minimum continuous area of 20 sq.ft.
- 2) 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.
- 3) 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

1. The Warranty is applicable only when Joie Interior Emulsion packs, as mentioned above, is applied on Interior Wall masonry surfaces.
2. Pre-existing cracks on the surface should be treated properly to have a crack free surface before product application for warranty to be applicable.
3. Warranty is applicable where– Prior to the application and application work, all elements of surface preparation have been done in accordance with the instructions provided for the product with regards to surface preparation and application as in the Product Information Sheet as below.
 - I. First coat Primer- JSW Paints Interior Wall Primer, JSW Paints Joie Interior Primer.
 - II. JSW Paints Cement Wall Putty/Acrylic Wall Putty/iBlok Waterstop Putty – 2 coat application with dry film thickness deposition not more than 2 mm.
 - III. Second coat primer- JSW Paints Interior Wall Primer, JSW Paints Joie Interior Primer.
 - IV. Two coats of top-coat Joie Classic Interiors Emulsion Packs as per the directions for use.

EXCLUSIONS

The Warranty will cover only manufacturing defects of Joie Classic Interiors Emulsion Packs range and will not cover any defects arising out of factors beyond the control of the Warrantor, including but not limited to:

1. Paint defects resulting from structural issues, cracks, or damage to the coating due to heavy abrasion from furniture, nails, or sharp items, along with improper use or negligence by the customer.
2. Cracks occurring at joint locations due to joinery work on any substrate, structural cracks, or any cracks with a width exceeding 0.05 mm.
3. Separation of the base material (used for leveling) from the surface and the formation of cracks on it.
4. The substrate is impacted by high alkalinity, water seepage, persistent or increasing dampness, frosting or efflorescence, prolonged water immersion, or condensation caused by temperature fluctuations.
5. Paint applied on a contaminated surface, use of an incorrect painting system, or insufficient curing time for the paint film to properly dry.
6. Use of improper shade recipes or incorrect bases for tinting colours (other than white shade).
7. Improper surface preparation and/or application.
8. Any act or omission on the part of the Contractor or Customer causing Paint to be defective by any means.
9. Excludes warranty for washability-complete removal of stains, removal of burnish marks, variation in sheen of coating post cleaning/abrasive actions, etc.
 - 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 which 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.

To clean painted surfaces, use a mild detergent solution (less than 2% concentration) and a soft cloth or sponge to remove dust, dirt, and non-penetrating stains. Stains are most effectively removed when addressed immediately. The ability to clean stains will vary depending on the type of stain and how long it has been on the surface, so it is not covered. Painted surfaces should not be cleaned with harsh chemicals or agents containing acid, alkali, peroxides, or corrosive substances.

Damage to the coating system caused by external factors, including but not limited to, normal wear and tear, vandalism, improper cleaning or usage, point loads or mechanical forces, fire, explosion, vibration, structural defects or movement, lightning, thunderbolts, Acts of God, natural disasters like earthquakes, and any other exceptional events will not be covered.

LIABILITY

Number of Years	Replacement costs for warranty parameters Chalking, Flaking, Peeling, Shade Fading
0 to 6 months	100%
6 months to 12 months	75%
12 months to 18 months	50%
18 months to 24 months	25%
After 24 months	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 which 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

- 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 are 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 of the claim. JSW Paints reserves the right to inspect the application process of the Joie Classic Interiors Emulsion Packs, 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

- 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 is subject to exclusive jurisdiction of the courts in Mumbai.
- d) The facts and all matters concerning any dispute will always be 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.

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