

Altura Interior and Exterior Emulsion 5 years Performance Warranty:

Introduction

This warranty pertains to Altura Interior and Exterior Emulsion when used as per recommended application procedure detailed in the pack / Product Data Sheet.

Warranty category and its tenure are as follows:

- 5 years against fading, flaking and peeling of paint film from the date of commencement of warranty
- 3 years against growth of algae and fungi from the date of commencement of warranty

Commencement of Warranty

The warranty shall commence from the date when customer sends an email with relevant details like Customer Name, Address, Contact Number, Dealer Name and Invoice copy to marketing@mrfpaint.co.in. Purchase details email needs to be sent within fifteen(15) days of the completion of painting of Campus Exterior.

For Exterior Application the warranty shall apply:

- a. Only if Altura Top coat purchased and used in a single site is 50 litres or more
- b. Only limited to defective area in case of paint failure. Paint Failure denotes Flaking, Peeling, Fading, Growth of fungus and algae on vertical wall surfaces
- c. Only if the recommended surface preparation and application procedures are followed
- d. Only if the defect is seen at least in a minimum area of 12 sq feet
- e. Only when applied on vertical exterior masonry walls.
- f. Only if the recommended primer is used prior to application of Altura Top coat
- g. Only when the recommended primer and Altura Top coat are thinned as per recommendation
- h. For sites which consumes more than 150 ltrs, a pre-inspection of the site by the company personnel is mandatory

For Exterior the warranty shall not apply:

1. If the defect is due to intermittent dripping of water from any external source
2. If the defect is due to water penetration due to capillary rise from the ground level, including water leakage, seepage within the building structure and continuous dampness of the surface.
3. To growth of algae or fungus on surfaces other than masonry walls.
4. To Paint failures due to Structural Defects, High Alkalinity, Bird Droppings, Plant Growth, Ants and Insects and Staining due to Plant Pots.
5. If defects are due to natural calamities like earthquakes, cyclones and Acts of God.
6. If defect is due to abuse or negligence.
7. If defect is caused by miscreants.
8. If defect is due to improper surface preparation / cleaning.
9. For normal wear and tear.
10. For fading and chalking within normal limits in coastal areas, which are not considered as paint failure.

For Interior Application the warranty shall apply:

- a. Only if Altura Top coat purchased and used in a single site is 50 litres or more
- b. Only limited to defective area in case of paint failure. Paint Failure denotes Flaking, Peeling and Fading of paint film on vertical wall surfaces
- c. Only if the recommended surface preparation and application procedures are followed
- d. Only if the defect is seen at least in a minimum area of 12 sq feet
- e. Only if the recommended primer is used prior to application of Altura Top coat
- g. Only when the recommended primer and Altura Top coat are thinned as per recommendation
- h. For sites which consumes more than 150 ltrs, a pre-inspection of the site by the company personnel is mandatory

For Interior Application the warranty shall not apply:

1. If the defect is due to intermittent dripping of water from any external source
2. If the defect is due to water penetration due to capillary rise from the ground level, including water leakage, seepage within the building structure and continuous dampness of the surface.
3. To Paint failures due to Structural Defects, High Alkalinity, Plant Growth, Ants and Insects and Staining due to Plant Pots
4. If defects are due to natural calamities like earthquakes, cyclones and Acts of God
5. If defect is due to abuse or negligence
6. If defect is caused by miscreants
7. If defect is due to Improper surface preparation / cleaning
8. For normal wear and tear

Procedure for Claims

- Customer should lodge the complaint on product failure by sending email to marketing@mrfpaint.co.in along with warranty commencement mail earlier sent by the customer
- Warranty claims will be processed only after complete investigation of the site by company officials and only with proper proof of purchase invoice
- In case of any disputes, the same is subject to exclusive Jurisdiction of the courts at Chennai

Important Note: Ensure to register your purchase details as specified on warranty commencement in order to claim the warranty