



Warranty Certificate

ZERO DAMP Interior

Shalimar Paints Ltd (referred to as "Company") offers Four-year Warranty* from date of purchase, on the application waterproofing system for its product ZERO DAMP Interior ONLY on application on Fresh, Painted & existing interior putty vertical walls. ZERO DAMP Interior application should be as per mentioned in the product information sheet for interior wall surfaces. This warranty is only liable for Dampness on fresh and Existing painted & interior putty Surfaces.

Boundary condition - Damp wall with moisture content up to 40%. Warranty not applicable if moisture level of wall is more than 40%.

Minimum Purchase For the warranty to be valid:

- 1) Minimum 4 Litres of ZERO DAMP Interior should have been purchased and consumed on a single surface
- 2) The Water Proofing System needs to be implemented as recommended in below document

Extent of Warranty

- a. When the total volume of Shalimar Paints ZERO DAMP Interior exceeds 4 Lit.
- b. For sites where the quantity of Shalimar Paints ZERO DAMP Interior exceeds 10 Lit, the Warranty is applicable, subject to satisfactory pre-inspection of the interior surface to be painted by the Company's representative.
- c. The warranty shall not cover the cases of water seepage from surfaces not covered with the ZERO DAMP Interior, including:
 - I. Cracks on exterior surface
 - II. Plumbing leakages
 - III. Concealed gutters
 - IV. Untreated Duct Areas
 - V. Leakages from floors above or terraces
 - VI. Leakages from Drain/Nahani trap
 - VII. Untreated Sanitary joints
 - VIII. Untreated Tile Joints
- d. The Company will only replace the Waterproofing System where failure has occurred in accordance with Liability as indicated in the "Liability" section.
- e. The Company will only provide replacement paint 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.
- f. Throughout this warranty the word "paint failure" shall mean any of the following occurring, subject to the other conditions laid down under this warranty: a. The paint film shows blistering, splits, tears, cracks or shows evidence of dampness on the treated wall with the system



*Please Note: The warranty on waterproofing is for a period of Four (4) year only from the date of purchase (as per the purchase invoice).

Commencement and Duration

- a. For the purpose of this warranty document, any reference to “company” shall mean Shalimar Paints Ltd. The warranty is valid only on the customer’s registration with us. To register, please visit Shalimar Paints website and kindly do comply with the requisites, for more information call us on 1800-103-6509.
- b. 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 Shalimar Paints team
- c. The Company at its own discretion may appoint a person to inspect and validate the application as per the directions specified.
- d. The Warranty shall be for a period of Four (4) years on interior surface.
- e. 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 if the below mentioned application procedure is followed:

Prior Check:

- a. Before putty application it important to ensure that the substrate shall have no chalking, loose sand or paint particles and free from oil and grease stains. For fresh plaster, the substrate shall be completely cured, crack free and in sound condition.
- b. ZERO DAMP has been used for interior vertical walls and that the entire affected wall is covered.
- c. Any active source of leakage needs to be treated before the application of Waterproof Putty and ZERO DAMP Interior.
- d. New masonry surfaces must be allowed to cure completely for best results. It is recommended to allow 28 days as curing time for new masonry surfaces.
- e. Ensure that surface is completely free from all dirt, loosely held plaster, powdery residue, oil, grease or any other contamination. Any previous growth of fungus, algae or moss needs to be removed thoroughly by vigorous wire brushing and cleaning with water.
- f. For filling cracks up to 3mm use Crack filler.
- g. Pre wet the surface with water before application of 1st coat of Putty.



Application Process:

A. Fresh Surfaces

Clean the surface to ensure it is free of any dirt and loose particles. Sand the surface with sandpaper 180 or use wire brush for vigorous cleaning of substrate if required and wipe it clean.

Apply Shalimar Paints Wall Primer (Water Thinnable) with 100% dilution. Let it dry for 3-4 hrs. · Apply 2 coats of Shalimar waterproofing wall putty. Allow it to dry for 4- 6 hrs. Sand with sand paper 180. Wipe and clean the surface with dry muslin cloth. · Stir the contents and apply undiluted one coat of ZERO DAMP Interior with Shalimar Paints Brush / Interior Sponge Roller with a forced coverage of 9 - 10 sq.m./L (1 sq.m.=10.76 sq.ft.). Allow to dry for 3-4 Hrs. · Coverage may vary on surface porosity and differential drying of the existing putty surface. · Post drying of ZERO DAMP Interior, apply topcoats as per recommendation.

B. Painted & existing interior putty Surfaces

Clean the surface to ensure it is free of any dirt, black spots and loose particles. Sand the surface with sandpaper 180 or use wire brush for vigorous cleaning of substrate if required and wipe it clean. · Stir the contents and apply undiluted one coat of ZERO DAMP Interior with Shalimar Paints Interior Brush/ Interior Sponge Roller with a forced coverage of 9 - 10 sq.m./L (1 sq.m.=10.76 sq.ft.). Allow to dry for 3-4 Hrs.

Liability

- a. The Company's liability shall reduce progressively over the warranty period according to the following scale:

Period	Liability
Within the first 12 months from the commencement date of Warranty	100% of replacement cost
From 13 to 24 months from the commencement date of Warranty	75% of replacement cost
From 25 to 36 months from the commencement date of Warranty	50% of replacement cost
From 37 to 48 months from the commencement date of Warranty	25% of replacement cost

- b. The Company's liability will be limited to the cost of paint only.
- 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 herein this clause.



Conditions of Warranty

- a. ZERO DAMP Interior must have been applied as per our instructions and technical data sheet at the time of purchase and good working practice.
- b. Warranty will be applicable only for when the products are applied on the entire affected wall. It is not applicable for localized patch application.
- c. The product must have been stored as specified in its packaging instructions and have been used within its shelf life.
- d. ZERO DAMP Interior should not be used in combination with product from any other manufacturer, or any other intermediate product.
- e. The warranty must be registered with the Company as per the steps mentioned in the 'Registration Process' section.

Exclusions

1. The warranty shall be void in the following events:

- a) Water seepages and leakages arising from:

- I. Cracks on exterior wall surface
- II. Plumbing issues
- III. Concealed Gutters
- IV. Untreated Duct Areas
- V. Leakages from floors above or terrace
- VI. Leakages from Drain/Nahani traps
- VII. Untreated Sanitary Joints
- VIII. Untreated Tile Joints
- IX. Overflowing of loft tanks present in bathroom/ toilet
- X. Rising ground water due to high water table

- b) Defects in the design of the building or roofing system, including inadequate drainage system, settlement, movement, or other structural defects.

- I. Building or structural expansion or additions or reductions, shifting, distortion, failure or cracking of building components.
- II. Removal, excavation or replacement of tiles and concealed plumbing.
- III. Leaks or damages resulting from Acts of God including but not limited to lightning, flood, wind, earthquake, hurricane, tornado, hail or other violent storm or casualty or impact of stated or unstated objects.
- IV. Leaks or damages resulting from any additional installations on the surface covered with the system or usage on surfaces that already has pre-installed elements that are not consistent with the recommended application.

2. The Warranty will cover only manufacturing defects of ZERO DAMP Interior, and will not cover any defects arising out of factors out of control of the Company, including but not limited to:

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- a) Failure arising out of structural defects
- b) Natural calamities such as earthquakes, cyclones
- c) Vandalism
- d) Acts of God
- e) Abuse or negligence by the Customer
- f) Causes other than defects in waterproofing System
- g) Improper surface preparation
- h) Normal wear & tear
- i) Any act or omission on the part of the Contractor/Painter causing the waterproofing system to be defective by any means.

Owner's responsibilities: a. Owner should exercise normal housekeeping and after care post application of ZERO DAMP Interior.

Claims and Repairs

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.

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 system and ZERO DAMP INTERIOR application process, in which the ZERO DAMP INTERIOR system 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 ZERO DAMP INTERIOR system.

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.

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.



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Miscellaneous:

This Warranty disclaims any liabilities, contracts, or otherwise including negligence and strict liability and the Company makes no warranty or merchantability or of fitness for any particular purpose whatsoever for ZERO DAMP INTERIOR system. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein.

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.

In case of any disputes, the same is subject to exclusive Jurisdiction of the courts of Mumbai.

The facts and all matters concerning any dispute will always be kept confidential by both the Customer and the Company

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