



**NIPPON
PAINT**

BODELAC
High Gloss Enamel

PRODUCT WARRANTY DETAILS



**NO. 1 PAINT IN
ASIA PACIFIC***

*Source: Top25 2023 Paint Manufacturers in Asia Pacific, Asia Pacific Coatings Journal, pp. 23

ABOUT THE PRODUCT:

Nippon Bodelac is a high-gloss enamel, ideal for protecting metal, wood, and masonry surfaces. It offers superior hiding capabilities and a smooth finish, designed to maintain the beauty of painted surfaces for extended periods. This product has a 2-year warranty, subject to specific terms and conditions.

REGISTRATION:

To avail the benefits of the warranty it is essential to register the warranty with us by visiting www.nipponpaint.co.in/warranty

Warranty period will commence from the date of purchase as evident from invoice of last purchase of the product. Hence it is mandatory that warranty to be registered within 15 days from purchase of the product.

Unique Identity Number (UIN) which is available on the barcode sticker pasted over the container will make the warranty registration process easy and hence customers are requested to retain the paint containers or the Bar code stickers till the warranty gets registered successfully. Please note warranty can be registered without UIN numbers also.

This Warranty and Warranty T&C's shall apply only if the total volume of Bodelac Enamel purchased at a single site is between 10 L to 30 L.

Please contact our representatives or customer care in case the total purchase of Bodelac enamel exceeds 30 L at your site.

WARRANTY COVER:

Throughout this warranty, paint failure shall mean any one of the following occurring, subject to terms and conditions laid down in this warranty

- a) Film integrity, flaking and peeling off of Bodelac Enamel by one coat of Enamel coming off from other coat or from the substrate.
- b) Loss of metal surface where Enamel has been applied as per recommendation.

CONDITIONS AND LIMITATIONS:

- a) Bodelac Enamel has been applied as per company's recommendation (Please refer to Bodelac Enamel technical data sheet available in our website www.nipponpaint.co.in for recommended application system, surface, and other details)
- b) Bodelac Enamel has been applied on regular decorative metal surface such as grill gates, doors etc or wooden surfaces such as doors, windows, furniture and not on metal pipes, tanks, aluminium and galvanised metals etc.
- c) Nippon Zinc Phosphate Primer or Zinc Chromate Yellow or Nippon FD TRU or Wood primer has been applied as undercoat or as per recommended application system.
- d) Bodelac Enamel applied with coverage of 9.29 - 10.22 sq.mt./litre/2 coats
- e) Surface being applied is not affected with rust already.

EXCLUSIONS:

This warranty shall not cover defects caused directly or indirectly by any one or more of the following factors and the company's decision on the cause of the defect shall be final and binding.

- a) Due to improper storage and handling of the product.
- b) Due to substandard and/ or defective workmanship in the execution of the work
- c) Rust formation in the metal surface due to deterioration of Bodelac Enamel happened due to normal wear and tear.
- d) Trace difference in the colour of the new material being supplied for repair work against previous material.
- e) Claims of indirect, incidental or consequential damages resulting from breach of this warranty are specifically excluded.
- f) Natural calamities such as earthquake, cyclone, flood or abnormal rain etc;
- g) Failures or defects in the structure or in previous coat.
- h) Vandalism or heavy impact on the paint film with sharp edges and objects like furniture etc
- i) Normal wear and tear including but not limited to handles and latches etc
- j) Painted surface being exposed to acid, chemicals or fumes etc
- k) Failure to follow company's post painting care recommendation.
- l) Algal or fungal growth.

CLAIM PROCEDURE:

- (a) Any claims under this warranty should be intimated to the company (in the manner prescribed below) not later than one week from the day when the defect giving rise to the claim is first discovered.
- (b) Intimation of claims should be made by any of the following means:
 - a. calling toll free number: 1800 425 3636;
 - b. sending an email to: tu@nipponpaint.co.in
- (c) On receipt of intimation of a claim, the company will arrange for its representative to visit your site and evaluate the nature of the complaint. Should the findings of the inspection conclude that the claim falls within the scope of this warranty, the company shall provide the limited benefits as detailed in the section below.
- (d) The original invoice issued at the time of purchase of the product and the original warranty card must be produced to avail of the benefits under this warranty.

COMPANY'S LIMITED LIABILITY:

The company's liability is limited to material or material and labor cost for the affected area only and any other related, incidental or consequential cost shall be borne by the customer.

Subject to the terms of this warranty, in the event of paint failure due to manufacturing defects that occur during the relevant warranty period, the company will provide the following:

- (a) The company will offer, either the required quantity of equivalent or comparable product at no charge, or the price of the required quantity of the product (at the market rate prevailing on the date when the claim is lodged) as is necessary to repair the affected area only. The company will determine the extent of the affected area and the quantity of product that will be sufficient to repair specific areas affected by the defect. The company's decision on all of the above matters (which shall be made in its sole discretion) shall be final and binding.
- (b) The Company will pay the labour costs required to repair specific area affected by the defect. The Company will estimate the labour cost required to repair the affected area based on the existing market rate in the location of the site. The labour cost may be determined on basis of a per sq. ft. rate or on a daily wages basis. The Company's determination of appropriate labour costs and the basis for the costing shall be final and binding.

(c) Company liability will reduce over the warranty period as given

Warranty Period	Liability
First 12 Months after commencement date	100% of replacement cost
13 to 24 months after commencement date	75% of replacement cost
24 to 36 months after commencement date	50% of replacement cost
24 to 36 months after commencement date	20% of replacement cost

Replacement cost shall be the cost of material or material and labor, that is required to set right the affected area only. Any other costs needs to be borne by the customer only.
Material required to set right the affected area will be given as material only.

(d) Benefits under this Warranty will be made available only if

(i) Warranty is registered

(ii) the said benefits are accepted as full and final settlement of all claims against the Company and

(iii) agrees to keep the facts and all matters concerning the defects, claim and the benefits provided under this Warranty confidential at all time.

Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

MISCELLANEOUS:

Except as expressly warranted herein, the company expressly disclaims all warranties of any kind, whether express or implied or statutory, including, but not limited to the implied warranties of merchantability, quality or fitness for particular purpose.

The Company shall use its reasonable efforts to ensure that the replacement material required for the repairs is available to customer as soon as possible, but does not assume any liability for any delay caused in this respect.

The company reserves the right to visit the site to carry out inspection at the site where claim has been raised. Customer should not do any rectification or repairs of the affected areas before such visits, if done so then the warranty becomes null and void.

All disputes arising from, related to or in connection with this Warranty will be subject to the exclusive jurisdiction of appropriate courts in Chennai, to the exclusion of any other Court that may have jurisdiction in such matter.

CUSTOMER AND WARRANTY DETAILS

Customer Name: _____

Contact Number: _____

Address: _____

Warranty Number: _____

Base: _____ Shade Code / Name: _____

Quantity: _____

Dealer Name: _____

Warranty Cover: _____ Warranty Period: _____

Quality Assurance

Nippon Paint (India) Private Limited

Signature & Seal.

I hereby declare that I have read and understood the terms, conditions and liabilities pertaining to this warranty.

Customer Signature: _____

Customer Name: _____

Date: _____

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CORPORATE OFFICE

NIPPON PAINT (INDIA) PRIVATE LIMITED

Prestige Palladium Bayan, No. 129 to 140, 9th Floor,
Greens Road, Thousand Lights, Chennai - 600006, India.

Customer Care: 1800 425 3636, Email: tu@nipponpaint.co.in, SMS 'NIPPON' to 56070

www.nipponpaint.co.in