

BIRLA OPUS ALLWOOD 2K PU EXTERIOR

1. **About the Product**

Birla Opus Paints, a division of Grasim Industries Limited (herein referred to as “Company”) introduces *Birla Opus Allwood 2K PU Exterior* (“Product”) which is an exterior, luxury wood finish product offering film endurance and stain resistance. The warranty on the Product is valid only on the customer’s registration with us and on compliance with the requisites as mentioned in this Warranty Document (“Warranty”).

2. **Application Guidelines**

- a. This Product is to be used on *exterior raw wood /veneer* surfaces only.
- b. All application guidelines as detailed below and/ or available in the latest Product Information Sheet are to be strictly followed:
 - A. Pre-Painting Steps - Please ensure that the surface is wiped clean from dust. For raw wood – please ensure that the surface is seasoned and then applied with 2K PU Italian Epoxy Isolant.
 - B. Painting steps - Please ensure proper mixing ratio. Please use Allwood thinner for thinning. Please ensure sufficient drying time between intermediary coats. Please apply with a spray gun and ensure that the gun and compressor is free from moisture. Use the spray gun at recommended pressure with recommended spraying technique. Apply in a dust and moisture free environment. The coverage for Product should be between 2.78-3.25 sq.m/L (30-35 sq.ft/L) for two coats.
 - C. Post-Painting Care - Ensure that the surface is free from moisture and liquids when spilled are immediately wiped off. Please ensure minimal exposure to sunlight.

3. **Warranty Terms & Conditions**

PLEASE NOTE THAT THIS WARRANTY IS SUBJECT TO THE TERMS & CONDITIONS MENTIONED HEREUNDER AND THE ABOVEMENTIONED APPLICATION GUIDELINES.

3.1. **Start and Registration of the Warranty**

- a. This Warranty shall be effective from the date of purchase of the Product as per the tax invoice (“Warranty Start Date”), provided that painting work is fully complete, and the Consumer registers the Product for warranty.
- b. The Product must be registered within 15 days from the date of purchase by calling Company’s Customer Care on 1800-120-1234 or logging on to the Birla Opus website and following the URL <https://www.birlaopus.com/warranty> and furnishing purchase details as required during the Warranty registration-
- c. The Warranty shall be valid for parameters and period as defined in Para 3.2 (*‘Warranty Period’*) from the Warranty Start Date.
- d. The Warranty shall apply to the overall paint system (including recommended ancillary products) for which the Product is applied.
- e. Upon settlement of any claim, Warranty of replaced Product will not start afresh and will continue for the remainder of the original Warranty Period from the Warranty Start Date.
- f. If there is a break/ lag in completing the painting work, the registration of the Warranty and Warranty Start Date and shall be determined by the Company at its sole discretion.

- g. The Company may appoint a person to examine and confirm the application of the Product as per the directions specified prior to registering the Warranty.
- h. For registering of Warranty, where quantity of Product purchase is equal to or more than 100L, please call Company’s Customer Care on 1800-120-1234 with requisite details. The registration of Warranty in such cases is subject to a satisfactory pre-inspection at site by Company’s representative.

3.2. Warranty Scope and Replacement Costs

For the Warranty to be applicable, the following conditions need to be met:

- a. The total volume of Product purchased is 12L and its usage exceeds 90% of the purchased volume;
- b. The purchase of the recommended ancillary products is as required to be applied as per Application Guidelines.

The Warranty is subject to the following scope:

Sr. N	Warranty Period	**Warranty Parameters	*Replacement Costs to be borne by the Company
1	2 Years	Film Endurance	1 st Year – 100% Replacement Costs 2 nd Year – 50% Replacement Costs
2	1 Year	Stain resistance	100% Replacement Costs

**Replacement Costs shall mean the cost of material and labour required to correct the affected portion as determined by the Company.*

***Definitions of Warranty Parameters*

Film Endurance- Film Endurance refers to the ability of the paint film to remain on the coated surface.

Stain Resistance- Stain Resistance refers to the ability of the paint film to recover within a few hours after cleaning, for spills of water, tea or coffee, when cleaned with water within 3 hours for cold spills or within 30 minutes for hot spills.

3.3. Warranty Claim Procedure

- a. Consumer may raise a claim within 30 days of discovering issue(s) noticed on the affected areas based on Warranty Parameters/ scope as detailed in Para 3.2.
- b. The Consumer is required to notify the Company of the issue(s) noticed along with the invoice details, sample pictures and basis for Warranty invocation by contacting Company’s customer care at 1800-120-1234.
- c. The Consumer shall provide such additional details as required by the Company and/or allow the company to visit/inspect the painting site.
- d. In case where the Company decides that the Warranty is applicable on the issue(s) noticed on the affected areas, the Company shall bear the Replacements costs as detailed in Para 3.2 to repair/ repaint the affected areas.

- e. In case where the Company decides that Warranty is not applicable, the same shall be communicated to the Consumer.
- f. Warranty is applicable only to the affected area where the Product is used in accordance with the Application Guidelines and not to the rest of the areas.
- g. In case the Consumer carries out repair works on the areas covered under the Warranty, the same shall be at their own risk and the Company's Warranty on the Product shall not be valid on such repaired areas.

3.4. Warranty Exclusions

The Warranty will cover only manufacturing defects of the Product and will not cover any defects arising out of factors not in control of the Company, including but not limited to:

- a. Any application other than a fresh application (touch-up, recoating jobs etc)
- b. Adhesion failures occurring at sharp joints in the substrate
- c. Any staining or localized peeling due to spills being unattended and not cleaned for a long period (beyond 30 minutes for hot spills or beyond 3 hours for cold spills)
- d. Any issue due to absorption of moisture by wooden substrate
- e. Mechanical damage or puncturing of the paint film due to sharp or heavy articles
- f. Growth of algae or bacteria or fungus or other forms of organism categorized as living things as per scientific understanding.
- g. Improper housekeeping (e.g., Usage of abrasive cleaning agents for cleaning painted surfaces; storage of painted furniture in high dust prone, poorly ventilated or damp areas etc.)
- h. Usage of products/ancillaries which are not recommended by Birla Opus
- i. Act of God or Force Majeure
- j. Armed rebellion or vandalism or any form of violence
- k. Fire or accident
- l. Improper surface preparation
- m. Any act of commission or omission on the part of the Contractor/Painter/ Consumer not in line with the Application Guidelines
- n. Use of chemical cleaners or exposure to any other corrosive substances.
- o. Any localized adhesion issue in total combined area of less than 10% of the total coated area
- p. Any seepage of water resulting to failure of wood surface or the coating
- q. Any other causes other than defect in the Product.

3.5. Limitations of Liability & Dispute Resolution

- a. Except as expressly stated, the Company disclaims any liabilities whether in contract, tort or otherwise including negligence and strict liability or any incidental, indirect or consequential loss or damages. Further, the Company makes no warranty regarding merchantability or fitness of the Product for any particular purpose.
- b. This Warranty Document captures the sole and exclusive remedy available to the Consumer, if any and no other warranty either expressed or implied is available to the Consumer.
- c. This Warranty Document shall be subject to the laws of India, with any disputes falling under the exclusive jurisdiction of the courts of Mumbai.

- d. The facts and all matters concerning any Warranty/ claim/ dispute will always be kept confidential by both the Consumer and the Company.

This Warranty Document captures the complete Warranty Terms & Conditions as applicable to the Product and supersedes any previous version.