

# Excelsior Paints

## 5 YEAR+ LIFE SPAN EXPECTANCY!

Mylaw Chemical & Coatings (Excelsior Paints) takes pride in offering you a Five (5) Year Life Span Guarantee of quality on:

All Purpose High Gloss Enamel / All Purpose Eggshell Enamel / All Purpose Sheen Acrylic / All Purpose Matt Acrylic / Terra Firma

### REGISTRATION OF GUARANTEE

Complete the following details within 7 Days of Purchase. Call Mylaw on 011 474 1900 Monday to Friday 8:00am – 3:00pm for your Guarantee Number and fill it in on the space provided.

Initials & Surname of Client

Excelsior Paints Outlet

Date Purchased

Guarantee Number

Address where product will be applied

- Furnish the details you have completed on the Guarantee
- Attach your invoice(s) to the Guarantee Document

(1)

Product / Colour

(1)

Pack Size / Qty Purchase / Batch Number

(2)

Product / Colour

(2)

Pack Size / Qty Purchase / Batch Number

(3)

Product / Colour

(3)

Pack Size / Qty Purchase / Batch Number

### GUARANTEE APPLIES WHEN

- The 5 Year Guarantee is limited to the Excelsior Trade Decorators Range only.
- Mylaw will replace the guaranteed paint which is proved to have failed and necessary to recoat the failed surface area.
- The total purchase price does not exceed R12,000.00 (twelve thousand rand).
- For instances where the total purchase price exceeds R12,000.00 (twelve thousand rand) then the Mylaw Applicators Guarantee will apply (these terms and conditions are available on request at 011 474 1900).
- In terms of this Guarantee "paint failure" will have taken place in the following instances (subject to reasonable wear and tear).
- Blistering, cracking, colour fading (where products have been colour tinted, colour fading will not be covered on exterior surfaces).

- Delamination of one coat of Excelsior paint from another.
- Delamination of Excelsior paint from its substrate.

• The Guarantee is for the replacement of the faulty paint only. Not for direct consequential damage and labour. The Guarantee is valid only if applied within the Republic of SA.

### PERIOD OF GUARANTEE

- The Guarantee shall commence on the date of purchase of the product by the client.
- The Guarantee shall be valid for a period of 5 years from the commencement date.
- The Guarantee must be completed fully including the Guarantee Number.
- The Guarantee is not transferable.
- In the event of a claim during the guarantee period, the period will not start afresh but will be valid for the remainder of the period.

### SPECIFICATION & APPLICATION

The Mylaw 5 Year Guarantee of Quality shall only be valid where:

- The application of the product is strictly as per the full product specification with regard to preparation and application.
- The recommended surface preparation is followed and the recommended products for the surface preparation are applied prior to the application of the product to the surface.
- The client has used the complete Paint System recommended by Mylaw e.g. Primer, Undercoat and two finishing coats).
- The products are used for the intended surfaces as per the product specifications.

### MYLAW LIABILITY

The Mylaw liability shall diminish over the Guarantee period as per the scale below:

- In the first 12 month period – 100% product replacement.
- In the period month 13 to 24 – 75% product replacement.
- In the period month 25 to 36 – 50% product replacement.
- In the period month 37 to 60 – 25% product replacement.
- The replacement cost shall be for the replacement value of the product at the time of the claim.

### MYLAW SHALL NOT BE LIABLE IN INSTANCES WHEN

- Failure or damage to the coating as a result of causes for which Mylaw has no control e.g. Natural, fire, radiation, mechanical, acid rain, welding, excessive, explosion, acts of God, strikes, malicious damage, electrical fault, incorrect cleaning methods, pollution, incorrect use or any other reason which is not considered fair wear and tear.
- Application on to a surface which due to the shape of the surface, surface type, heavy traffic areas are not conducive to proper preparation or coating application, resulting in paint failure e.g. Contact surfaces such as hand rails and staircases.
- The paint has failed due to surface failure outside the control of the coating system e.g. Failure and/or deterioration of plastered and metal surfaces, rising and penetrating damp and pooling water.
- Movement of the substrate caused by external forces and not as a result of the product.
- Loss of profits, incidental costs or any other costs incurred as a result of the paint failure e.g. Labour.
- Touch up work resulting in colour mismatch or failure coatings and colour variances due to different batch numbers.

### CLAIMS

- All claims for the replacement of the product due to paint failure must be made within 1 week of the client discovering the failure.
- The client must furnish Mylaw with the Guarantee number together with proof of purchase.
- The client must supply Mylaw with any information required to conduct an investigation.
- Mylaw shall be entitled to inspect the alleged paint failure.
- The client is not entitled to try and repair or tamper with any such alleged failed coating.
- Mylaw will endeavour to resolve the claim timeously.



**YOU CAN'T BUY A BETTER PAINT FOR LESS!™**

Mylaw Chemical & Coatings (Pty) Ltd. 2141 Albertina Sisulu Road, Industria West, Johannesburg.  
Tel: 011 474 1900 / 011 474 1901. Email: info@mylawchem.co.za Website: www.excelsiorpaints.co.za

