



# VELVET TOUCH | WARRANTY DIAMOND GLO | DETAILS

**Dulux Velvet Touch Diamond Glo** is a super-premium interior emulsion which gives high sheen luxury finish on the walls. It brings alive the smooth touch of Velvet and the glo of Diamond on the walls. Uniquely formatted with Surface Slip Technology, it also has the best-in-class Stain and Water Repellence and it's highly durable and washable emulsion.

AkzoNobel India Ltd offers a six (6) years Warranty on Dulux Velvet Touch Diamond Glo subject to the terms and conditions set out herein below from the date of purchase. The system of application should be as per the details mentioned in the product data-sheet.

It is essential to register the warranty to avail of the mentioned benefits.



## TOP COAT - DULUX VELVET TOUCH DIAMOND GLO

### With Solvent Based Cement Primer/ Water Based Cement Primer

6 years - Film Integrity  
6 years - Colour Stay  
6 years - Fungal Protection

### With Aquatech Interior Basecoat

6 years - Film Integrity  
6 years - Colour Stay  
6 years - Fungal Protection  
2 years - Waterproofing

### With Aquatech Interior Basecoat Advance

6 years - Film Integrity  
6 years - Colour Stay  
6 years - Fungal Protection  
3 years - Waterproofing

## MINIMUM PURCHASE CONDITION:

For the warranty to be valid, a minimum purchase of 20 litres of Velvet Touch Diamond Glo is required.

## PAINTING SYSTEM:

- The warranty is applicable only when Velvet Touch Diamond Glo is applied on interior wall masonry surfaces with the below-mentioned primer (basecoat) only:
  - Dulux Solvent based Cement Primer (excludes waterproofing warranty)
  - Dulux Water-based Cement Primer (excludes waterproofing warranty)
  - Dulux Aquatech Interior Waterproofing Basecoat (IBC) (mandatory for Waterproofing warranty)
  - Dulux Aquatech Interior Waterproofing Basecoat Advance (mandatory for Waterproofing warranty)
- Warranty is applicable only when the paint application is according to the painting system mentioned below:
  - First Coat Primer:**
    - Dulux Solvent-based Cement Primer with 20% dilution with mineral turpentine oil, or
    - Dulux Water-based Cement Primer with 50% dilution with clean water, or
    - Dulux Aquatech Interior Waterproofing Basecoat (IBC) with 50% dilution with clean water
    - Dulux Aquatech Interior Waterproofing Basecoat Advance with no dilution
  - Putty application: Dulux Acrylic Putty (no dilution required)**
  - Second Coat Primer (same primer as used in step I):**
    - Dulux Solvent-based Cement Primer with 20% dilution with mineral turpentine oil, or
    - Dulux Water-based Cement Primer with 50% dilution with clean water, or
    - Dulux Aquatech IBC Advanced with 50% dilution with clean water
  - Topcoat application: Apply 2-3 coats of Dulux Velvet Touch Diamond Glo with minimum 4 hrs gap between the coats. Maintain dilution as mentioned below. Do not over dilute. Shake the paint well before use.**
    - Use 35%-40% of clean water for Brilliant White and pastel shades
    - For dark shades, use 30% of clean water for dilution
- For waterproofing warranty, application of Dulux Aquatech base coat is mandatory as per the specified application procedure in the Product Data Sheet (PDS) on Dulux India website
- Painted surface is not subject to cleaning with harsh chemicals or cleaning agents based on acid /alkali, peroxides or corrosive materials. Cleaning with mild detergent solution is accepted. For detailed painting procedure, please refer to Product Data Sheet (PDS) on Dulux India website

## WARRANTY REGISTRATION PROCESS:

- Register for warranty within 30 days from the date of purchase of Dulux Velvet Touch Diamond Glo
- One can register for the warranty on:
  - Visit <https://www.dulux.in/en/dulux-assurance> and follow instructions
  - WhatsApp: Message "Hi" to +91-8588866000 on WhatsApp and follow instructions
- To register for the warranty, keep the following information ready before beginning the registration process:
  - Customer name and contact details
  - Site address
  - Quantity of Velvet Touch Diamond Glo and corresponding primer purchased
  - Name and address of the paint shop where the purchase was made
  - Invoice number
  - Date of purchase
  - Soft copy of the invoices for paint (topcoat) and primer (basecoat)
  - After completing the warranty registration process and documents validation, a unique Warranty Registration Number will be assigned.
- For sites where the quantity of Velvet Touch's usage exceeds 100 Litres, the Warranty is subject to a satisfactory pre-inspection of the surface to be painted, by the company's representative.

## EXTENT OF WARRANTY:

### Warranty shall be applicable where:

- Total purchase of the paint (topcoat) Velvet Touch Diamond Glo exceeds 20 Litres and respective undercoat (primer) exceeds 10 Litres or in appropriate proportion of Paint (Topcoat) : Primer (Basecoat) (2:1) at a particular site
- For sites where usage quantity of Velvet Touch Diamond Glo exceeds more than 100 Litres along with proportionate use of primer (basecoat), warranty is applicable; subject to satisfactory pre-inspection by company representative of the interior surface to be painted
- Company will provide replacement paint for re-application of coating as may be necessary to set right the paint failure in affected portion only in accordance with liability as detailed in "Liability" section
- Warranty covers and is limited to post-application of Velvet Touch Diamond Glo and in cases of Paint Failure, defined as failure of Film Integrity due to peeling, flaking, chalking or blistering, color retention, and anti-fungal property of Velvet Touch Diamond Glo only.
- Throughout this warranty the words "Paint Failure" shall mean any of the following occurring, subject to the other conditions laid under this warranty: -
  - Film integrity, flaking and peeling of the paint caused by one coat of paint coming off from another or the paint film coming off the substrate.
  - Shade fading
  - Growth of fungus on wall surfaces\* [at least spread over a minimum area of 1 sq. mtr. (10 sq. feet)]
- The warranty shall not be covered for sites where the quantity of Velvet Touch Diamond Glo exceeds by 200 litres

## COMMENCEMENT OF WARRANTY

- This Warranty shall commence on the date ("Commencement date") the customer registers for the warranty with the company through the appointed channels as mentioned and furnish all the details as requested. The registration for the product must be completed within 30 days from the date of purchase of paint (topcoat) Velvet Touch Diamond Glo
- The Warranty shall be for a period of six (6) years from the "Commencement Date" on all performance parameters mentioned in point no. 4 in **Extent of Warranty** section.
- The tax invoice (one tax invoice or multiple separate tax invoices) should include the purchase of paint (topcoat) Velvet Touch Diamond Glo and the primer (basecoat) used.
- If any new claim arises during the warranty period, the date shall be from the warranty registration date and shall not start afresh after settlement of earlier claims if any.

Company at its own discretion may appoint a representative to visit and inspect the site for usage and validate the application of Velvet Touch Diamond Glo with the primer (basecoat) as per recommendation.

## LIABILITY

- The Assurance covers the replacement of the "Velvet Touch Diamond Glo" as per the material consumption on the affected area only AND as per liability clause mentioned in the table below (the material consumption shall be calculated by the stated product coverage norms on the Product Data Sheet). The replacement quantity shall cover only the paint quantity of "Velvet Touch Diamond Glo", required to set right the area of the paint failure, at the time of the lodgement of the claim. It will not cover any other material or labour cost incurred in repair. The customer will be liable for the balance costs, which are not the company's obligation as indicated above.

## LIABILITY CLAUSE

Duration after the registration date	Percentage of material required to set right the affected area of paint failure
0-12 month	Upto 100%
13-24 month	Upto 100%
25-36 month	Upto 75%
37-48 month	Upto 50%
49-60 month	Upto 25%
61-72 month	Upto 10%

- Subject to para mentioned above, maximum redemption quantity of material shall be limited to 20L of the "Velvet Touch Diamond Glo" (top coat) OR the quantity calculated under para #1 above, whichever is lower, under this Assurance program. For further redressal of any product quality issue, normal complaints procedure is available as a recourse.
- Notwithstanding anything mentioned herein, this warranty is the customer's sole remedy, and no other express or implied warranty is provided.
- This liability of the Company shall be strictly limited to the aforementioned obligations and is expressly provided that the Company shall not be liable for any indirect or consequential or incidental damages or any loss of income, profits or contracts whether caused by breach of contract, negligence, tort or otherwise.
- The Company's maximum liability is limited to the amount of the original purchase price of Dulux Velvet Touch Diamond Glo only. No representative of the Company or any other person has any authority whatsoever to assume for the Company any other liability or responsibility.

The maximum liability of AkzoNobel India Ltd. shall never exceed as mentioned in Point (1) – Point (5) under Liability, as applicable. The company will not be liable for any indirect or consequential loss or damages to the customer.

## 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 otherwise the claim will fail.
- The consumer shall forthwith notify the Company using any of the ways mentioned in "WARRANTY REGISTRATION PROCESS" section by 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 seek more information and/or carry out inspections of Dulux Velvet Touch Diamond Glo application process, in which Dulux Velvet Touch Diamond Glo 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 and the consumer. 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 Dulux Velvet Touch Diamond Glo applied surface otherwise the warranty claim shall fail.
- The Company shall use its reasonable endeavours to ensure that Dulux Velvet Touch Diamond Glo 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 any delay caused in this respect.
- The Company reserves the right to reject a claim if there is reason to believe that there is misrepresentation, or the claim is fraudulent, or is in violation of any of these Terms and Conditions or is in violation of the Law of the Land.
- The Company though does not provide any application services and only supplies products however, in its sole discretion and not obligation shall be entitled to control/monitor re-coating which is to be carried out in accordance with all its specifications and instructions.

## MISCELLANEOUS

- This Warranty disclaims any liabilities, in contracts, tort or otherwise including negligence and strict liability. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein. AkzoNobel India Ltd. reserves the right to alter the terms and conditions without any prior notice.
- If any dispute arises between the Company and the Customer, in respect of the above Warranty, neither shall commence any legal proceedings against the other relating to the dispute, unless they have first tried to mutually/amicably resolve the issue within 30 days.
- In case of any disputes, the same is subject to the exclusive jurisdiction of the courts of Delhi and it is governed by Laws of India.
- The facts and all matters concerning any dispute will be always kept confidential by both the Customer and the company.

## EXCLUSIONS

The warranty will cover only manufacturing defects of Dulux Velvet Touch Diamond Glo and will not cover any defects arising out of control factors of the warrantor, including but not limited to:

- Paint failure due to structural defects/cracks & damage of film due to high abrasion of the surface with furniture, nails, or other sharp objects
  - The substrate is affected by high alkalinity, water seepage, constant/rising dampness in the substrate, Frosting or Efflorescence, constant submersion in water or water condensation resulting from temperature gradients.
  - Paint applied on the surface, which is contaminated, improper painting system followed or inadequate curing time for the paint film to dry.
  - Any act or omission on the part of the contractor/painter causing the paint to be defective by any means.
  - Usage of improper shade recipes or incorrect bases for tinting colours (other than white shade)
  - De-bonding of the base (material used for levelling in ceiling) from the surface & cracks formation on the same. Failure of underlying plaster which in turn causes a failure of the paint film
  - Failure or defects in the structure or previous coating, or any repair work undertaken
  - Abuse or negligence by the Customer
  - Wilfully inflicted damage
  - Exposure to chemicals, acids, or fumes
  - Failure to follow instructions and compromised surfaces
  - Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim
  - Damage to the coating system directly or indirectly caused by external factors including, but not limited to, deterioration of the systems caused by external factors including, but not limited to, normal wear and tear, vandalism, improper cleaning or improper use, point loads or mechanical causes, fire, explosion, vibration, structural defects and/or movement, lightning, thunderbolt, Acts of God, Natural calamities such as Earthquake, cyclone, flooding, storm, war fire and all other unusual occurrences.
- All damages issue caused by:**
- Poor substrate, improper surface preparation, incorrect application or paint system used and incorrect or excessive dilution lead to peeling off issue
  - Painting on highly damp substrates ie moisture content >15% on Moisture meter bring to the discoloration due to alkaline attack or efflorescence arising
  - The leakages from structural/plaster defects and cracks from concrete or plaster defects, water proofing defects will bring fungus/algae growth due to excessive dirt collection from flat roof areas and high condensation eg external walls of cold rooms.
  - This warranty does not apply to any other damage to the paint as the result of poor substrate preparation, insufficient substrate curing, incorrect paint system use or excessive dilution.
  - Partly faded by the upright absorption from the ground floor or wall foot or any abnormal chemical impurities in the air.
  - Potential damages consisting of technical damages come from construction
  - Damages caused by the direct or indirect effect of the third party or the owner of the work or his personnel
  - Damages at the place where the painting isn't possible and where the surface is so bad such as the bad skim coat, poor technical welding, bad weld, sharp edge, protruding contact point of the beam, etc.
  - Damages caused by external forces to any paint coat of the system.
  - Improper paint application, mixing with any other paint or chemical substance or any other procedure which deviates from the recommended application procedure mentioned in the product data-sheet
  - There are so many trees around the area of the painting system or other damages caused by the errors in the design and structure of the work producing the humidity which lead to the development of moss, algae and other microorganisms.

### Please note:

The Warranty is only available to private individuals who are residents of India. The warranty is not available to employees of the AkzoNobel group of companies, their agents, distributors, wholesalers, resellers, or retailers. Resellers, retailers, and contractors/painters may not submit claims on behalf of their customers.

### Owner's Responsibility:

The owner should keep proper housekeeping hygiene and should follow the after-care procedure of Dulux Velvet Touch Diamond Glo.

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