



ToughRoof™ | ToughSealer™ | ToughCraft™ | ToughRoad™ | ToughLove

“Tough™ times calls  
for Tough™ Solutions”

## SUPER PLATINA PRODUCT GUARANTEE

PLEASE NOTE: THAT ON EARLIER VERSIONS OF THE PACKAGING IT INDICATED WARRANTEE. IN ORDER TO BE MORE COMPARABLE WITH INDUSTRY THIS WAS CHANGED TO A GUARANTEE AS OF 2021/03/01

Super Platina Guarantee the **quality** of our paints.

### Quality Guarantee

1. Super Platina see a product failure as:
  - The delaminating of a coat of paint from its suitably primed and prepared surface, or
  - cracking of the paintwhen applied in accordance to the specification
2. Super Platina only guarantees the consumer that, for the duration of the guarantee period, the product will meet the performance criteria agreed above

### Period

3. Our guarantee period on our products is 7 years from the date that the guarantee form is submitted to Super Platina via our website ([www.superplatina.co.za](http://www.superplatina.co.za)) and the customer received confirmation of submission of the guarantee
4. If no confirmation of guarantee submission was received via e-mail, please contact the company to ensure that the guarantee was received by Super Platina
5. If any claim arises, the guarantee period will not start afresh but will continue from date registered
6. The consumer cannot obtain any compensation and/or damages for product failure or defect after the expiration of the quality guarantee period

### Validity of Guarantee

7. For the guarantee to be valid
  - The submission of the guarantee application must be done within 30 (thirty) days of the purchase date of the product
  - The products must have been purchased and used in South Africa
  - Any claim must be reported to Super Platina within 30 days of the customer discovering the defect
  - The application of the product must have been done in accordance with the instructions provided
  - The recommended surface preparation was done according to specifications
  - The consumer has used the entire paint system recommended by Super Platina

## 8. Exclusions

- Super Platina is not liable for causes beyond our control e.g., welding, excessive heat exposure, explosions, environmental pollution, Acts of God, etc.
- If the paint was incorrectly applied
- Fading and discoloration
- If painted on boundary/garden walls
- Delaminating of a coat of paint due to rusting of the painted surface
- Damage to the coating due to structural cracks, plaster cracks or dampness
- Substandard workmanship of the consumer or any third-party contractor

## Process of claim

9. The Consumer must provide full details of the quality complaint with all the detail as well as the original receipt of purchase
10. The consumer must not perform any repairs to or remove or tamper with any part of the coating before the inspection takes place
11. Super Platina reserve the right to inspect the site and to investigate the cause of the quality complaint within 30 days

## Value of guarantee

12. The guarantee is limited to a the value of the purchase from Super Platina to a maximum value of R20 000
13. This remedy will be the consumer's exclusive remedy for breach of the guarantee
14. The liability of Super Platina shall reduce over the guarantee period according to the following scale:

1. Month 1-3	100%
2. Month 4-12	90%
3. Month 13-24	75%
4. Month 25-36	60%
5. Month 37-48	45%
6. Month 49-60	30%
7. Month 61-72	20%
8. Month 73-84	10%
9. Month 85+	0%
15. Subsequent damages or other incidental costs shall not be covered by the guarantee

## Product replacement

16. In the event that Super Platina accepts the complaint as valid, Super Platina shall, at its option and expense, refund or replace the product based on the value of the guarantee as explained in point 14 above
17. Important points to note:
  - The consumer shall be liable for the balance of the cost, which is not covered by Super Platina
  - The consumer will make arrangements, at its own cost, for the collection of the replacement paint
  - Super Platina is not liable for any indirect or consequential loss or damages

## The consumer accepts the above terms and conditions when it submits it Product Quality Guarantee Application

Updated 4 March 2021 – This supersedes any previous terms and conditions on quality guarantees or warranties