



**PAINT WITH CONFIDENCE**

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## PRODUCT QUALITY GUARANTEE

### 1. Products covered under Guarantee:

This guarantee is limited and applies only to the following products; their use internally or externally, their corresponding application purpose, application to substrate type and the guarantee periods as stipulated below.

Product	Interior / Exterior	Application Purpose / Substrate Type	Guarantee Period (Years)
<b>PERFORMA PLUS RANGE</b>			
Sabreshield	Exterior	Walls only	15
<b>PREMIUM RANGE</b>			
Satin Non-Drip	Interior / Exterior	Walls, Doors, Trims	10
Velvacryl	Interior	Walls only	10
Poly Acrylic	Interior / Exterior	Walls only	10
High Build Wallcoat	Exterior	Walls only	10
Luxury Matt	Interior	Walls only	10
Flexiguard	Exterior	Walls only	10
Acrylic Gloss	Interior / Exterior	Doors, trims only	10
Roof Shield	Exterior	Galvanised, Zinc alum, cement tiles and fibre cement roofs only	10
Satin Glow Enamel	Interior	Doors, trims only	10
Premium Gloss Enamel	Interior	Doors, trims only	7
Premium Eggshell Enamel	Interior	Doors, trims only	7
<b>PURPOSE RANGE</b>			
Super Cover Acrylic	Interior	Walls only	7
Hydro-X	Exterior	Waterproofing with Sabre Polyester Membrane only	10



Product	Interior / Exterior	Application Purpose / Substrate Type	Guarantee Period (Years)
<b>TRADE RANGE</b>			
Flexiseal	Exterior	Walls only	7
Soft Sheen	Interior / Exterior	Walls only	7
Sabretex	Exterior	Walls only	7

## 2. Extent of Guarantee

We guarantee the products as mentioned under point number 1 above to be free from defects that may lead to the following; uneven fading, excessive chalking, blistering, flaking, cracking, peeling and/or wrinkling, subject to the “Conditions of Guarantee” and fair wear and tear.

## 3. Conditions of Guarantee:

3.1 Guarantees must be registered on our website at [www.sabre.co.za](http://www.sabre.co.za) within 30 days of purchase. This guarantee commences from the date of purchase as shown on the invoice. Proof of purchase, colour names and codes must be kept by the consumer and shown to validate this guarantee.

3.2 Where our liability exceeds **R20 000.00** including VAT, the customer must contact Sabre Paints (Pty) Ltd in order for SABRE to draft a tailor-made specification for the project before it forms part of this guarantee document.

3.3 Sabre Paints (Pty) Ltd cannot be held liable for failure or defects arising from poor workmanship during surface preparation and paint application of our products. Poor quality workmanship can severely affect the performance of our products and it is the responsibility of the consumer to ensure that the correct preparation and application procedures are followed as per our back of pack and product data sheet information.

3.4 Please note that it is the responsibility of the consumer to refer to our relevant product Technical Data Sheets, available for viewing on our website at [www.sabre.co.za](http://www.sabre.co.za) Any deviation from the relevant product Technical Data Sheet and back of pack instructions will render this guarantee null and void.

3.5 The condition of a substrate is another factor that can affect the performance of our products. Sabre Paints (Pty) Ltd cannot be held liable for any latent defects that may cause our products to fail.

3.6 The entire paint system used, including the matching primers, undercoats, sealers and top coats needs to be of the Sabre Paints (Pty) Ltd brand as recommended on the back of pack and/or technical data sheets, in order to validate this guarantee.

3.7 The product must be used strictly in accordance with the intended Application purpose / Substrate type & Interior / Exterior columns, as laid out in the above table under point number 1.



3.8 This product guarantee does not cover any failure of the specified coating that is caused by or attributed to any cause outside the control of Sabre Paints (Pty) Ltd, including but not limited to the following; any form of indirect, consequential, physical or mechanical damage to the coating, any form of building movement, building settlement, structural, hairline or plaster cracks, defective building practices or materials, any water related problem including dampness in excess of the prescribed moisture limits as specified in the relevant product data sheet, efflorescence, rising damp, leaks, water ingress, abnormal weather conditions, pollution, any form of underlying substrate corrosion like rusting metal, Force Majeure (e.g. flooding, lightening etc.) and / or normal fair wear and tear.

3.9 The performance of our products are also dependent on the colour chosen for the project. Some colours are more prone to fading and alkali attack, thus the guarantee will only apply to products tinted and supplied directly from Sabre Paints factory. Any tampering or tinting of the product other than at the factory will render this guarantee null and void.

3.10 Colour change due to fading is a natural occurrence. Over time, most colours will fade or lose their intensity to varying degrees. This depends on how much exposure to the elements takes place during the life of the coating system. Darker colours tend to absorb more heat and UV radiation thereby putting greater stress on pigments present within the coating, resulting in quicker paint degradation. This is further pronounced when paint is applied to roofs, thus uniform fading is expected to be a normal occurrence.

3.11 Upon a valid claim, Sabre Paints (Pty) Ltd will not be liable for any penalties or claims due to any cause outside the control of Sabre Paints (Pty) Ltd, including but not limited to delays.

3.12 This guarantee is the only guarantee furnished by Sabre Paints (PTY) Ltd in respect of the products as mentioned in the above table and supersedes all other guarantees, undertakings or representations of any nature, whether express or implied in respect of the quality of the product.



#### 4. Our liability

If our product is proven to be defective, we undertake to replace the material to repair the relevant defect in accordance with the below liability table. The consumer will be liable for the balance of the cost.

<b>LIABILITY TABLE – EFFECTIVE FROM DATE OF INVOICE</b>			
<b>Period</b>	<b>15 Year Guarantee</b>	<b>10 Year Guarantee</b>	<b>7 Year Guarantee</b>
	<b>% Replacement Cost</b>	<b>% Replacement Cost</b>	<b>% Replacement Cost</b>
Year 1	100%	100%	100%
Year 2 & 3	85%	80%	75%
Year 4 & 5	70%	60%	40%
Year 6 & 7	55%	30%	10%
Year 8 - 10	40%	10%	None
Years 11 - 13	25%	None	None
Year 14 - 15	10%	None	None

#### 5. Claim Process

5.1 Any claims in terms of this guarantee must be reported by the consumer to Sabre Paints (Pty) Ltd within 30 days of discovering the alleged defect or failure that could give rise to the claim.

5.2 The consumer must specify the grounds upon which it believes that Sabre Paints (Pty) Ltd is liable in terms of the guarantee.

5.3 We undertake to respond promptly to any query where the performance of products, manufactured by ourselves are in doubt and to provide a professional analysis of the problem.

5.4 Sabre Paints (Pty) Ltd will be entitled to inspect the area in which the alleged paint failure has taken place and conduct tests itself or nominate a 3<sup>rd</sup> party independent specifier to do so. Following the investigation, a report will be compiled by Sabre Paints (Pty) Ltd to clarify the reason for failure. In the event of a dispute, a 3<sup>rd</sup> party will be nominated by Sabre Paints (Pty) Ltd to investigate and report on the alleged failure. This report will conclude the cause of failure or defect and the final outcome.

5.5 During the time of investigation, the consumer will allow Sabre Paints (Pty) Ltd regular access to the premises in order to conduct testing and no tampering or attempt to repair the area shall be allowed during this period, else the guarantee will be regarded as null and void.

5.6 Sabre Paints (Pty) Ltd shall be entitled to control and monitor or appoint a 3<sup>rd</sup> party to monitor the repair work. Sabre Paints (Pty) Ltd must also be in agreement with the choice of contractor that will be conducting the repair work.

