



To our Valued Customers:

Island Premium Paints stands behind all our products for both our dealers and end-users. We have arrangements with our dealers to accept returns for our Brand in cases of product failure. In such cases, we advise you to first check and seek assistance, with the place of purchase of the Product for faster and more convenient processing. Our authorized dealers do have their own return policies; however, if you are not able to return the product at the original place of purchase, you may be able to receive service directly through your nearest Island Premium Paint Office/s. (See List A)

A. For Purchased Products that are not yet applied/used

### **Requirements**

To entertain your returns, Island Premium Paints requires the following to process the claim.

1. An original receipt, which must include valid date, name of store, specific name of the product, and purchase price.
2. The purchased Island Premium Paints Product in question in its original packaging.

### **Procedure**

1. Bring the requirements above to our dealer (original place of purchase) or to our Island Premium Paints Showroom & Offices.
2. Accomplish [Claim Receiving Form](#) and attach it together with the original official receipt. The [Claim Receiving Form](#) is available with our authorized dealers, Island Premium Paints Showroom or you may download it from our website [www.islandpaints.com/PSG](http://www.islandpaints.com/PSG).
  - 2.1. If the product is returned through our dealers, they will fill out an Authority to Pick-Up

form, attach the Claim Receiving Form and original official receipt, and forward this to our Sales Officer within two (2) working days. After which, our Sales Officer will process the return.

3. Our Customer Service personnel will notify you (customer), upon receipt of the returned item.
4. Your complaint will be processed and evaluated within ten (10) business days from the time you are notified that we have received the product.
5. After the evaluation, you will be duly advised of the result and the action to be taken by our Sales Officer.
6. Assisted by our Island Premium Paints Personnel, customers must then fill out a [Claim Approval Form](#) from our Island Premium Paint Offices (where product was returned) once the complaint is resolved.

### **Terms & Conditions**

1. No refunds.
2. No returns due to color, finish, or packaging selection problems.
3. Return is acceptable if the product was purchased within three (3) months from the date of purchase.

### **Exclusions**

1. Any product returned that exceeds three (3) months from the date of purchase.
2. Products evidencing misuse or alteration.
3. Excess and/or wrong orders.
4. Color, finish, and packaging selection complaints.

B. For Purchased Products that are already applied/used.

### **Requirements**

To facilitate your product complaint, Island Premium Paints requires an original dated receipt. Receipt must include valid date, name of store, specific name of the product in question, and its purchase price.

### **Procedure**

1. Accomplish Claim Receiving Form and submit it together with the requirements above. The Claim Receiving Form is available with our authorized dealers, Island Premium Paints

Showroom and Offices, or you may download it from our website

[www.islandpaints.com/PSG](http://www.islandpaints.com/PSG). The accomplished form and official receipt, may be submitted by any of the options below :

2. Bring it to our authorized dealer (where you originally purchased the product). They will fill out an Authority to Pick-Up form, attach the Claim Receiving Form and original official receipt, and forward this to our Sales Officer within two (2) working days. After which, our Sales Officer will process the claim.
3. Email scanned copies or photos of the requirements to [customerservice@islandpaints.com](mailto:customerservice@islandpaints.com)
4. Send the requirements via fax to our Island Premium Paints Showroom with fax number (032) 345 2130.
5. Once we receive your [Claim Receiving Form](#), together with the complete requirements, you will be notified by our Technical Coordinator and will be scheduled for technical visit.
6. Your complaint will be inspected by our Technical Representative, within one (1) day from the time we receive the complaint. For areas outside our satellite offices, you will be scheduled for inspection. Our Technical Representative will notify the customer for the scheduled inspection so as to ensure their presence during Technical evaluation.
7. Our Technical Representative will evaluate the situation of the applied paint and give a recommendation afterwards.
8. The customer will be duly notified on the result of the evaluation and the action to be taken within three (3) working days after the actual Technical evaluation through our Sales Officer.
9. Assisted by our Island Premium Paints Personnel, customer must fill out a [Claim Approval Form](#) from our Island Premium Paints Offices once complaint is resolved.

## **Terms, Conditions & Exclusions**

1. Island Premium Paints guarantees all products sold to be free of defects in material or workmanship for a period of one (1) year from the date of purchase unless otherwise specified on the product. For a reference on the shelf life of our products, please visit our website, [www.islandpaints.com/shelflife](http://www.islandpaints.com/shelflife). (See List B)
2. No returns due to color, finish or packaging selection problems.
3. Warranty is non-transferable and will only apply to the original residential/ building owner.
4. Any unattended or unsolicited use of paint product is not warranted.
5. Warranty does not include labor cost but pertains strictly to paint material used. Any incidental and consequential cost of material other than paint are excluded.
6. Upon validation and being satisfied on the alleged defect, Island Premium Paints will supply sufficient paint at no charge for rectification.

7. No refunds.
8. Products evidencing wrong application, misuse, or alteration will also nullify the warranty.
9. During site inspection, if any of the following is observed, the guarantee is deemed void:

## PEELING

A form of adhesion failure when paint coating produce soft and pliable film which can be peeled off and easily pulled away from the substrate or from between coats.

Exclusion from Warranty Coverage:

- a. Coating application not in accordance to guideline and specification of product Technical Data Sheet, i.e. inadequate surface preparation, recoating interval, dry film, weather condition, to name some.
- b. Construction defects likely to occur after paint work is completed say surface crack, unsound plaster, leaking drain system, etc., may attribute to cause dampness to substrate, blister or lose of adhesion.
- c. Surface defects could either be workmanship related, caused due to extension, repair, renovation or alteration that attribute to peel off.

## FADING/ DISCOLORATION

Early abnormal discoloration or gradual decrease in color of a paint when exposed to sunlight/ or weather. This failure tend to accelerate in the presence of continues moisture or damp surface. Island Premium Paints deserve the option to supply colored paint "factory mixed" or dispensed from our authorized iMix stations, hence, serves the warranty if pre-mature fading occur within the warranty period. Island Premium Paints shall resolve the faded area, supply paint material free of charge excluding labor cost.

Exclusions from Warranty Coverage:

- a. Any slight tolerable color disparity from the original shade attributed to normal wear & tear, weathering and aging of the paint.
- b. Efflorescence - When recurrence of cracks due to delaminating plaster or construction defects on coated surface consequently result to efflorescence, laitance, or whitish spots. This phenomenon is the effect of alkali burn that will discolor the paint especially on the crack line.
- c. Scattered "mapping" apparently visible over the exposed wall normally lighter in shade are

know to be effects of efflorescence, hence, not considered “fading”.

d. Recurrence of new cracks on walls by ground vibration, earthquake, or Acts of Nature resulting to water seepage that leads to water intrusion that may initiate peeling, discolor, or other unforeseen paint defects.

## WATER PROOFING

A phenomenon when a waterproofing membrane or coating system fails or lose its watertight integrity that result to water leak. Within a limited warranty, Island Premium Paints is obliged to repair at no cost to the project owner any defect in the waterproofing attributed to the workmanship and material found under normal condition. Any incidental and consequential cost of materials, like tiles, concrete floor, drain pipes, etc. associated with the repair, other than waterproofing, are excluded.

Exclusion from Warranty Coverage:

- a. Structural expansion or renovation that alter portion of floor, corridor, wall, drain system, or deck that has been waterproofed.
- b. Exposure to organic cleaning chemicals/ solvent i.e. strong acid or alkali thru leakage or crack on tile, wall, or concrete floor.
- c. Construction defect likely to occur after waterproofing inlays is completed, like plaster delamination, structural workmanship, magnified surface cracks caused by earthquake, or Acts of Nature.
- d. Damage caused by violent impact with heavy object or continuous jarring by equipment during or after waterproofing has been in placed.
- e. Damage done by other trades or sub-constructor on area where waterproof installation has been completed. Such case, any retouches or correction shall constitute additional charges.

## Limitations

Island Paints will repair or replace a covered Painting Project or at most pay it. The repair of a Painting Project consists of, and is limited to:

1. Peeling Off If peel off occurs (which is attributed to paint quality) and is proven after the

Technical inspection, Island Premium Paints will provide the paint material to repair it. However, any failure due to poor plastering or improper application of plaster will not be covered.

2. Fading or Discoloration Island Premium Paints reserves the option to supply colored paints “factory mixed” in order to prevent the occurrence of fading. If fading happened and is attributed to paint quality, Island Premium Paints should resolve the faded surface free of charge. Color differences shall be based from agreed standard colors. The scope covers early abnormal discoloration or gradual decrease in color of paint when exposed to sunlight or weather. This failure tends to accelerate in the presence of moisture. Scattered “mapping” apparently visible over the exposed wall normally lighter in shade are effects of efflorescence, hence, not considered “fading”. Seepage on cracks leads to water intrusion that caused peeling-off, efflorescence, and discoloration of paint. Any slight tolerable color disparity that occurs attributed to normal “weathering” and aging of the paint is outside the bound of guarantee. This guarantee is deemed **VOID** if colored paint is not factory-mixed or dispensed from our authorized iMix stations.

### 3. Water Proofing

If the product is defective and loses its water tight integrity and result to leakage, Island Premium Paints will provide the paint material and the contractor to supply labor. Coverage of this guarantee shall be **VOID** if found recurrence of “new cracks”, water seepage on concrete wall caused by “ground vibration”, earthquake and other “force majeure”.