

KABU WORLD (referred to as "Company") offers upto 10 years Warranty* respectively for different products from date of purchase, on the application systems as described in Standard and Premium Waterproofing Applications. This warranty is only applicable to people who have applied the product as per the norms set by the company in application manual for each product and application for different areas / surfaces.

Warranty Criteria:

- Minimum purchase of any product/s for the application of specified sqft of should have been purchased and consumed on a single application area as per the chart mentioned below for each application.
- Warranty shall only be provided for each respective application designed by the company as mentioned in the chart below.
- Entire area of application shall be covered with the same application and products.
- Warranty Needs to be registered within 45 days of purchase from company / channel partner.
- Warranty should be applied online on www.KABU.world and the certificate of warranty will be issued only to the applicant in the respective email ID mentioned during the application online.
- Recommended forced system coverage during each application must be achieved for warranty registration. Coverage of each layer during application as mentioned in the application manual or product guide

Chart with minimum Sqft required for each application to get eligible for warranty.

Application name	Minimum Sqft required for Warranty	Warranty Period	Warranty Category
Standard Terrace Waterproofing	500+	10 Years	Material Warranty (MW1)
Standard Bathroom / Toilet / Balcony Waterproofing	100+	10 Years	Material Warranty (MW1)
Standard Podium Waterproofing	500+	10 Years	Material Warranty (MW1)
Standard Exterior Wall Waterproofing	1250+	10 Years	Material Warranty (MW1)
Standard Basement Exterior Wall Waterproofing	1000+	10 Years	Material Warranty (MW1)
Premium Application KABU ALL WEATHER	500+	10 Years	Material + Application Warranty (MLW1)
Premium Application KABU ART	500+	10 Years	Material + Application Warranty (MLW1)
Premium Application KABU HEAVY	500+	10 Years	Material + Application Warranty (MLW1)
Premium Application STONE	500+	10 Years	Material + Application Warranty (MLW1)

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All the standard applications are covered under material warranty and premium applications done directly by the company by issuing any Tax invoice to client for application are covered under material warranty and / or application warranty.

Extent of Warranty:

The warranty shall apply as follows:

- For sites where the quantity of the purchase is equivalent to application to be done for minimum sqft as mentioned in above chart, the Warranty is applicable, subject to satisfactory pre-inspection of the application area by the Company's representative.
- Only the surface of application, shall be covered under this warranty. The warranty shall not cover the cases of water seepage from surfaces NOT covered with KABU application or surface adjacent to the application surface which is not applied with KABU application.
- Under normal use and service, the areas adjacent to the surface where the application is done are not coated by KABU application system should be free of water leakage or seepage.
- The Company will only provide replacement of product for re-application of coating, as may be necessary to set right the product Failure in the affected portion only in accordance with Liability as indicated in the 'Liability' section.
- Throughout this warranty the word "product failure" shall mean any of the following occurring, subject to the other conditions laid down under this warranty:
 - Film integrity, flaking and peeling of the chemical coating/ paint caused by one coat coming off from another or the film coming off the substrate.
 - The paint / chemical coating film shows blistering, splits, tears, cracks, or shows evidence of excessive weathering due to defective material.
 - External water ingress through terraces/ parapet / exterior walls where chemical coating is applied.
 - KABU WORLD does not give any warranty against dirt pick up due to application of KABU chemicals / paints on horizontal area.

Commencement and Duration:

- This Warranty shall commence from the date ("the Commencement Date") of completion of the application on the said building / surface or the structure and the consumer has lodged his warranty with the company through www.kabu.world warranty section and shared all the purchase and personal details requested by the company.
 - If there is a break or recess period in the work on the same building, finalizing the commencement date shall be at the discretion of the KABU team.
- The Company at its own discretion may appoint a person to inspect and validate the application as per the directions specified.
- The Warranty shall be for a period as mentioned in the warranty period chart in the warranty document.
- Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

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Application:

This Warranty shall only be applicable if the following precautions are taken:

- Suitable slope is provided on any horizontal surface where the application of waterproofing is carried out.
- Proper repairing with surface preparation is done on any horizontal surface where the waterproofing is to be carried out.
- Cracks on the surface are filled with KABU BOND as per the instruction in Product guide.
- All the loose pockets are repaired before the application is done.
- Complete removal of layers of any previous waterproofing is done.
- Surface preparation is done along with crack filling on any horizontal / vertical surface.
- Any KABU chemical is not used in combination with any other chemicals / paints from other manufacturer.
- Application is not done during extreme temperatures, rains, fog, mist, snow, or when such conditions are imminent during application or curing period.
- Application is done as per company standards.

Exclusions:

The warranty shall be void in the following events:

- i. Intermittent dripping of water due to overhanging branches, terrace gardening plant pots or concealed plumbing lines on any horizontal / vertical surface where the application is done.
- ii. Water ingress from outer walls/ vertical surfaces, bathroom, toilets, kitchen sinks or any area not treated with KABU waterproofing application / paint.
- iii. Water penetration due to capillary rise from the ground level, including water leakage, seeping and continuous dampness of the surface.
- iv. Inadequate housekeeping of terrace or roof / other horizontal surfaces inside bathroom / podium / balcony / rooms / basement / etc. resulting into water logging.
- v. Defects in the design of the building or roofing system, including inadequate drainage system, settlement, movement, or other structural defects.
- vi. Warranty will be void in case of leakages through duct or other areas where KABU waterproofing application is not applied due to inaccessibility of that area.
- vii. Warranty will be not be applicable in case of leakages through water storage tanks on terraces (any leakages through storage tanks must be identified & rectified as per standard civil practices).
- viii. Exposure of KABU waterproofing application to damaging substances such as chemicals, solvents or oils etc.
- ix. Building or structural expansion or additions or reductions, shifting, distortion, failure or cracking of building components.
- x. Puncturing of cured membrane /chemical coating / paint coating due to sharp objects, movements of heavy articles, fixing of antenna or other structures on the horizontal / vertical surfaces.
- xi. Removal, excavation, or replacement of concrete or other materials in connection with the testing, repair, removal, or replacement of the product.

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WARRANTY DOCUMENT

- xii. Leaks or damages resulting from Acts of God including but not limited to lightning, flood, wind, earthquake, hurricane, tornado, hail or other violent storm or casualty or impact of stated or unstated objects.
- xiii. Leaks or damages resulting from any additional installations on the surface coated with the system or usage on surfaces that already has pre-installed elements that is not consistent with the recommended application.
- xiv. The Warranty will cover only manufacturing defects of KABU products and will not cover any defects arising out of factors out of control of the Company, including but not limited to the following:
 - a. Paint / Waterproof Chemical Coating failures due to structural defects, moss and other vegetative growth, excessive bird droppings/spitting, water leakage and seepage within the building structure and continuous dampness of the surface, staining due to plant pots
 - b. Natural calamities such as earthquakes, cyclones.
 - c. Failure or defects in the structure or previous coating.
 - d. Vandalism.
 - e. Acts of God
 - f. Abuse or negligence by the Customer
 - g. Causes other than defects in KABU Products.
 - h. Improper surface preparation while any of the standard application is not done by the company.
 - i. Surface with contaminants and not dry.
 - j. Normal wear and tear.
 - k. Any act or omission on the part of the Contractor/Painter causing the KABU application system to be defective by any means.
 - l. Weak/ de-bonded plaster surface, structural defects in the building.
 - m. Broken water sprout, old water pipelines etc.

Owner's responsibilities:

- Any horizontal / vertical surfaces coated with KABU waterproof coatings / paint may become slippery after rains. Care must be exercised while accessing such horizontal / vertical surfaces. KABU World does not take any responsibility for the safety of persons accessing such surfaces under such conditions.
- Owner should exercise normal housekeeping and after care post application of KABU coating system/s.

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.
- The consumer shall forthwith notify the Company of the claim 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 carry out inspections of KABU application process, in which the KABU application system 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. 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 system.

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- The Company shall use its best endeavours to ensure that the application 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 delay in this respect.
- The company shall provide products only for material warranty as applicable as per the warranty chart mentioned below for the respective application as mentioned in the chart above.
- The company shall provide application service along with material in case of application warranty for any premium application as mentioned in the above chart and the value shall be decided as per the warranty ratio chart mentioned below.
- The Company, in its sole discretion shall be entitled to:
 - a. Control/monitor re-coating which is to be carried out in accordance with all its specifications and instructions; and appoint a contractor and /or approve the contractor appointed by the Customer.

Miscellaneous:

- This Warranty disclaims any liabilities, contracts, tort or otherwise including negligence and strict liability, and the Company makes no warranty or merchantability or of fitness for any particular purpose whatsoever for KABU application system. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein.
- If any dispute arises between the Company and the Customer, in respect of the above Warranty, neither shall commence any court or arbitration proceedings relating to the dispute, unless they have first complied through mediation.
- In case of any disputes, the same is subject to exclusive Jurisdiction of the courts of Mumbai.
- The facts and all matters concerning any dispute will be always kept confidential by both the Customer and the Company.
- In case if any facts and all matters concerning any dispute are not kept confidential by customer / claiming party then company shall have complete right to take necessary legal action against them in the court of law.
- Any kind of payments to be made by client for the difference in the amount to settle the claim of warranty shall be paid in advance to the company before getting any service / product from the company to settle the claim.

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Liability of warranty by the company

All the warranty as mentioned in the above chart for respective application for the number of years shall be with reducing % of warranty as per the chart below.

Material Warranty for all application

Application Warranty for Premium Application

(applied by company or authorized applicator only.)

Years	% of Warranty	Years	% of Warranty
1 st Year	100 %	1 st Year	100 %
2 nd Year	90 %	2 nd Year	90 %
3 rd Year	80 %	3 rd Year	80 %
4 th Year	70 %	4 th Year	70 %
5 th Year	60 %	5 th Year	60 %
6 th Year	50 %	6 th Year	50 %
7 th Year	40 %	7 th Year	40 %
8 th Year	30 %	8 th Year	30 %
9 th Year	20 %	9 th Year	20 %
10 th Year	10 %	10 th Year	10 %

Any kind of warranty can only be claimed with official warranty certificate issued by the company in digital format on the registered email id of the consumer mentioned in the warranty application form. In case of loss of certificate, you are still able to claim the warranty by sharing the certificate number to the company along with your registered email ID and mobile number mentioned in the warranty application form which is to be shared with the company in email on info@kabu.world.

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