

## Warranty Details

### MANUFACTURER'S PRODUCT GUARANTEE:

Shieldcoat NZ, hereby guarantees our Roofbond Roofing Paint system for all roof types from date of production against flaking, peeling or cracking if applied as per industry specifications by a licensed applicator:

- 10 Year Guarantee for our 3 coat system
- 15 Year Guarantee for our 4 coat system

### MANUFACTURERS GUARANTEE INCLUDES:

1. Replacement of product sufficient for the affected area.
2. That all products are manufactured strictly to industry guidelines as specified by the raw product suppliers

### MANUFACTURERS GUARANTEE DOES NOT INCLUDE:

3. Labour costs to clean, repair or re-spray the roof
4. The licensed applicator's workmanship guarantee

### MANUFACTURES GUARANTEE APPLICATION CONDITIONS:

5. Thorough cleaning must done using a suitable high pressure water blaster of at least 3000 PSI pressure to ensure roof surface is sufficiently prepped to accept a coating.
6. Product must be applied by an approved applicator and must meet AS/NZS 2311:2017 standards. Failure to do so will void the warranty.
7. Shieldcoat NZ accepts no liability due to environmental impacts such as natural disasters or damage due to general wear and tear

### MANUFACTURERS GUARANTEE IS NULL AND VOID IF:

8. Regular maintenance is not performed. Annual treatments are required to retain the quality of the coating.
9. Shieldcoat NZ accepts no liability for mechanical failure due to substrate, previous coatings or workmanship.
10. Coating purchase proof cannot be substantiated by a paid Shieldcoat NZ's invoice

3 Coat System - 10 Year Guarantee       4 Coat System – 15 Year Guarantee  
Accredited Restorer: Quality Roof Coatings      Licence Number: 99002  
Customer Name: Anna P Smith  
Contact Phone: 0211272298      Email: anna@emailnz.co.nz  
Address: 6/1551 Great North Road, Waterview  
Post Code: 1026

Date of Completion: 15 December 2024

Shieldcoat Invoice Number: 11170

### ShieldCoat NZ's Refund Policy

Please choose products carefully as Shieldcoat NZ does not give refunds if you simply change your mind or make a wrong selection of product or colour. Where goods are proven to be faulty, wrongly described, different to sample shown or they have not performed to specifications, you may choose between a refund, exchange or credit. Shieldcoat NZ reserves the right to inspect, test and decide on whether products are faulty.

At all times a Shieldcoat "Warranty Claim Form" must be completed by the "Licensed Applicator" or by an approved Shieldcoat Representative who has inspected the job showing details such as purchase date of products, applicator's name, product colour, quantity and type of materials ordered, job address, job description, a Shieldcoat NZ's invoice number and a job name or applicator order number.

Refunds or replacements will only be granted after the receipt of a correctly completed "Warranty Claim Form" and then at Shieldcoat's discretion an inspection and test may be carried out. A decision will then be made by Shieldcoat NZ's Management. Any claims must be made within 1 month of when the failure has been noticed.

In the case of a home owner or building owner who has contracted a "Licensed Applicator" to do work as their premises and a product or application query arises, then all correspondence must be directed through the "Licensed Applicator"

If any decision is made, then, this will be forwarded only to the "Licensed Applicator" in writing. All decisions will be made on an individual basis taking in to account all circumstances relating to the job, application technique, weather conditions etc. The final decision will be kept confidential between Shieldcoat and the "Licensed Applicator"

Under normal circumstances warranties do not apply to an unlicensed applicator.