

Terms and Conditions

Important terms and conditions

- JSW Paints Pvt. Ltd. role is limited to that of a facilitator, helping customers connect with professionals for a seamless home painting experience with genuine JSW Paints products. JSW Paints role is restricted to that of supply of paints only and introduction of the service provider. The final decision of appointing the service provider will rest with you, the customer.
- Payment for the painting job has to be made ONLY to the service provider or its Nominee.
- JSW Paints Pvt. Ltd. will NOT be responsible for any payment made to any other party, including the JSW Paints representative, through any mode whatsoever.
- This estimate is provided as a complimentary service by JSW Paints Pvt. Ltd. ("the Company") and is an approximation and indication of the changes involved in rendering painting service by the contractor at this work site. This estimation is not binding on either party.
- The retailer and contractor will be responsible for any defect that may arise out of poor workmanship. The contractor will not be responsible for performance issues caused by factors like construction defect, seepage, leakage, crack, normal wear and tear, algae and fungal growth, damage caused due to use of poor materials other than those used by the contractor or damage caused by acts of nature, accidents, negligence, misuse, abuse etc
- Provision of painting service is subject to a contract between the customer and the Retailer and is the sole responsibility of the Retailer.
- JSW Paints Pvt. Ltd. supplies paints through its authorised retailers and provides training but does not render painting services.

Other terms and conditions

1. This Estimate is issued by the retailer and contractor and constitutes a contract with the customer only when signed and accepted by both the parties within 30 days from the date of its issuance.
2. Any work, which is out of scope of this quotation or not performed by the contractor, shall not be covered by this Estimate. The contractor shall work out the modalities of executing such additional work with the customer separately against extra charges for the same. The additional work undertaken may include but not limited to, waterproofing, POP, crack filling, scaffolding for interior works, upgradation to superior grade of paint, etc.
3. The Retailer and contractor guarantee to use only genuine products manufactured by JSW Paints Pvt. Ltd. and to be procured only from an authorised retailer of JSW Paints Pvt. Ltd
4. The Retailer and contractor will be responsible only for any defect that may arise out of poor workmanship. The contractor will not be responsible for performance issues caused by factors like construction defect, seepage, leakage, crack, normal wear and tear, algae and fungal growth, damage caused due to use of poor materials other than those used by the contractor or damage caused by acts of nature, accidents, negligence, misuse, abuse etc.
5. The customer must retain the original Estimate either in electronic form or in hard copy for future correspondence.

6. Upon receipt of a complaint, contactor will visit the site for inspection. Post inspection of the site and upon confirmation and verification of all relevant documents if it is found by the supervisor/contractor that the claim made is valid and legitimate; the contractor and Retailer undertakes the responsibility for rectifying the work in the affected area in accordance with this quotation. The decision of supervisor/contractor in this respect shall be final.
7. Once the Product & Painting System chosen and approved by the customer has been prepared/procured, any request for change Product & Painting System will incur additional cost which will have to be borne by the customer. Subsequently the customer cannot raise any complaint on the performance of the selected & approved Painting System. It is further clarified that the shades in the shade tools, i.e., shade cards, books, fan-decks etc., are only indicative and may vary when applied on the substrate.
8. The customer is requested to make the site exclusively available for the contractor while painting job is in process, till completion. No other carpentry, masonry, civil or fittings of internal and external work should be executed on while painting job is in process. Any cost escalations or job defects caused to such disruptions will be charged and which will have to be borne by the customer.
9. Work related to the rectification of substrate undulations using masonry or POP work are outside the purview of the painting job.
10. The contactor shall not be responsible for poor finish if the customer insists on usage of a particular category of paint which is contrary to the recommendation of the contractor.
11. Any rework, correction or associated work including material and labour would solely be the responsibility of the retailer and would not be under the purview of JSW Paints Pvt. Ltd.
12. The contractor assures utmost care of customer's belongings. The customer is requested to take due care any cash/valuables/breakables/documents, while painting is going on and the contractor will not be responsible for loss, misplacement or breakage of any such item.
13. The contactor will not be responsible for any accidental or unintentional damage caused to the furniture and fixtures, paintings, tapestry, glass, utensils etc.
14. Work will be carried out on all days except national holidays and scheduled off days. If customer requires night working/off-hours working, charges will be extra.
15. Procurement of permissions from civil/civic/building authorities as required will be the sole responsibility of the customer.
16. Work will be performed within the timeline unless postponed by strikes, accidents, extreme weather, acts of God or other delays beyond the control of the contractor (force majeure).
17. Aforesaid terms and conditions are not subject to change unless duly amended in writing by the contractor and Retailer.
18. The Contractor reserves the right to suspend work if payment is not received as per the schedule. In the event of any of the payments being delayed, the committed timeline cannot be guaranteed.
19. The customer understands and agrees that the final billing will be carried out on the basis of the actual work and if the actual work is more than the estimated work, then the billing amount will be revised accordingly.

20. The customer understands and agrees that under no circumstances will there be any refund of amount.
21. Product warranty is subject to registering it separately and is not a part of the service. JSW Paints Pvt. Ltd. Will not be responsible for performance of JSW Paints products if when applied with any non-JSW Paints product/system and the subsequent impact on the painted surface.