

Zenova offers a 10-year warranty on qualifying products. If you experience any issues with flaking, peeling or the products' specified performance characteristics within 10 years of purchasing the Zenova IP, Zenova FP or Zenova IR paint products, then we'll replace the paint needed to cover the affected area.

This warranty does not affect any statutory rights you might have.

There are four easy steps for qualifying for the Zenova Durability Promise:

### STEP 1: PURCHASE

Purchase Zenova paints from our Zenova IP, Zenova FP and/or Zenova IR range, which are clearly labelled with 'Zenova Durability Promise' on the tin.

### STEP 2: PREPARE, PAINT AND DOCUMENT

Ensure that you carefully follow the advice on the Zenova IP, Zenova FP and/or Zenova IR (as applicable) label, packaging and website for surface suitability, preparation and priming. All surfaces should be properly prepared and cleaned. Please also ensure that you take clear photos of your walls or surfaces before and after you have painted them with the product.

### STEP 3: REGISTER

You will need to register as a customer on our Zenova Durability Promise registration portal at [www.zenovagroup/registerpurchase](http://www.zenovagroup/registerpurchase) within six (6) months of your purchase to benefit from the Zenova Durability Promise.

### STEP 4: ZENOVA PROMISE

If there is any damage in the form of peeling or flaking within the paint film or the paint does not accord with its specified performance characteristics within 10 years of your purchase of the qualifying paint product(s) then we will supply you fresh paint to re-paint the affected area.

For more information, please see the Zenova Durability Promise Terms and Conditions.



- Zenova offers purchasers of those Zenova IP, Zenova FB and Zenova IR paint products with 'Zenova Durability Promise' marked on the tin ("Qualifying Product"), a limited warranty ("Zenova Durability Promise"), for a period of ten (10) years from the date of purchase ("Coverage Period"), against peeling, flaking and non-conformity with its specified performance characteristics of the Qualifying Product, subject to these terms and conditions.
- The Zenova Durability Promise is provided to all end user customers who have purchased a Qualifying Product in the UK and registered their purchase as set out at clause 3 below. Resellers and retailers may not submit registrations or claims on behalf of their customers.
- To qualify for the Zenova Durability Promise an end user customer must register their Qualifying Product within six (6) months from the date of purchase at [insert link to webpage] ("Registered Customer"). Please follow the registration steps carefully as any failure to do so may invalidate your application and any claim. At the point of registration, you will be required to: (a) upload a clear copy of your receipt or invoice showing the details of the Qualifying Product purchased, the date of purchase and the price paid; (b) provide details of the UK retailer or reseller from whom you purchased the Qualifying Product; (c) provide details of the address of the property or the identity of the goods (including any product and/or serial numbers) to which the Qualifying Product has been applied; (d) upload a "before" photograph of the wall or surface the Qualifying Product will be used on, prepared properly in accordance with the instructions and guidance provided by Zenova; (e) upload an "after" photograph of the wall or other surface painted with the Qualifying Product.
- The Qualifying Product must be applied on properly prepared surfaces in accordance with the instructions and guidance in our packaging, brochures and in the technical data sheets published on our website. This warranty does not cover any defects which arise due to improper use, physical damage to the wall or surface, neglect, improper application or abrasions to the walls or surfaces.
- Only one registration will be accepted per purchase of a Qualifying Product.
- To claim a replacement under the Zenova Durability Promise the Registered Customer: (a) must have completed an approved registration (as described in clause 3 above) for a Qualifying Product; (b) the walls or surface (as applicable) painted with the registered Qualifying Product must have been affected by flaking and/or peeling within the paint film and/or non-conformity with specific performance characteristics and this must be notified in a claim by the Registered Customer within ten (10) years of the date of the Registered Customer's purchase; and (c) the Registered Customer must have adhered to all recommended installation instructions and procedures and all after-care instructions and guidance for maintaining the walls and surfaces published by Zenova. If those three conditions apply, the Registered Customer must return to this website ([www.zenovagroup.com/submit-a-claim](http://www.zenovagroup.com/submit-a-claim)) and submit claim, within ten (10) years of purchasing the Qualifying Product, by logging into your account supplied on registration and uploading pictures of the affected area clearly showing the flaking, peeling or issue caused by non-conformity with specified performance characteristics.
- The replacement product supplied to the Registered Customer will be for the volume of paint used on the affected area, rounded up to the nearest available paint can size. If the Qualifying Product is not available, Zenova shall be entitled to offer the Registered Customer an alternative replacement.



- Applications made by Registered Customers will be verified to ensure that the transaction made is a bona fide purchase of a Qualifying Product. Claims made by Registered Customers will be verified to check the paint used and walls and surfaces meet these terms and conditions. The outcome of a Registered Customer's claim will be communicated within fourteen (14) working days via the email address registered for the Zenova Durability Promise. Provided that these terms and conditions have been met and the application and claim has been validated and approved by us, we will send the Registered Customer a replacement of the Qualifying Product in the volume required to paint the affected area or a voucher for the value of the replacement of the Qualifying Product.
- Claims which are not made in accordance with these terms and conditions (including where the registration requirements are not met) will be deemed invalid. If a claim is refused because the terms of the offer have not been met, our decision is final. We reserve the right to withdraw, amend or terminate the Zenova Durability Promise without notice. All valid registrations made in accordance with these terms and conditions prior to our withdrawing, amending or terminating the Zenova Durability Promise will still be honoured subject to these terms and conditions.
- Subject to clause 20, we reserve the right to closely monitor usage of our website, including the IP addresses of Registered Customers, so that we may identify misuse and, where necessary, disqualify applications and claims.
- We provide the warranty registration pages on our website as is.
- These terms and conditions do not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this agreement. No third party or joint submissions will be accepted on behalf of Registered Customer.
- The Zenova Promise is personal to the Registered Customer who shall not assign, transfer, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any of its rights and obligations under these terms and conditions.
- We accept no responsibility for claims that are incomplete, illegible, damaged or lost. Proof of submission of an application to register or claim is not proof of receipt.
- No cash or alternative to the replacement provided under clause 7 will be provided under this warranty.
- Subject to any statutory rights you may have, we reserve the right to exclude any customers or withhold any replacement where we believe, in our reasonable opinion, that there has been a breach of any of these terms and conditions.
- We shall not be responsible for any: (a) conditions, warranties or other terms which are not included in these terms and conditions; or (b) any indirect or consequential loss or damage incurred by any Registered Customer in connection with the Zenova Durability Promise. These exclusions do not exclude or restrict liability for death or personal injury resulting from our negligence, or its employees or agents or anything else that the law says we cannot exclude. The Zenova Durability Promise and these terms and conditions do not affect your statutory rights.
- Please retain a copy of these terms and conditions for future reference.
- These terms and conditions are governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the English courts.
- We are committed to protecting the privacy of our customers. Any information collected and processed in connection with the Zenova Durability Promise will be in accordance with the privacy notice available at: [www.zenovagroup.com](http://www.zenovagroup.com).
- Please contact us at [info@zenovagroup.com](mailto:info@zenovagroup.com) or on +44 (0)1277 288314 for any enquiries in relation to the Zenova Durability Promise.