



Superior Waterproofing Products

Guarantees

Superior Waterproofing Products is one of South Africa's leading manufacturers with 25 years experience in manufacturing waterproofing to withstand the harsh Southern African climate.

For free help or advice on any application, call our technical helpline on 011 704 2580.

Our Guarantee

Superior Waterproofing Products offer a 10-year quality guarantee

When correctly applied according to the product application instructions and guidelines on the applicable, Uni-Flexx® label, Uni-Flexx® will retain its functional waterproofing properties for a period of no less than 10 years. This guarantee applies in the event of waterproofing failure - which is defined as the ingress of moisture and penetrating damp. The guarantees are subject to the Superior Waterproofing Products terms and conditions as stated below.

Terms and Conditions

The Superior Waterproofing Products guarantee applies when:

1. All surface preparation and product application instructions for the specific product have been followed in full;
2. The recommended Superior Waterproofing Products priming and surface preparation products have been used prior to application;
3. The specified number of coats have been applied, resulting in a dry film thickness of the product as per the specific product instructions;
4. The product has not been diluted in any manner whatsoever;
5. The product has not been tinted in any manner whatsoever;
6. The product has not been exposed to precipitation or water prior to the drying time specified on the label;
7. Colour consistency can only be guaranteed if products share the same batch number;
8. The consumer has registered this guarantee (regardless of the purchase price) at Superior Waterproofing Products, within a period of 30 days from date of purchase.



Extend and duration of the Guarantee

1. The Superior Waterproofing Products guarantee applies when the consumer has registered this guarantee at Superior Waterproofing Products within a period of 30 days from date of purchase from an approved or recognised supplier, distributor or retailer and has fully and properly followed the terms and conditions of this guarantee;
2. When the total purchase price of the product purchased exceeds R10 000.00 (incl. VAT), the consumer must, before applying the product, contact the Superior Waterproofing Products Technical Helpline on 011 704 2580, followed by a confirmatory letter with full details of the site at which the product will be applied, full details of the person applying the product and such person's contact details, to be e-mailed to info@superiorwaterproofingproducts.co.za, to arrange for a Superior Waterproofing Products representative to visit the site, evaluate the project and issue specific instructions before any work is carried out. **Failing to do this, will automatically disqualify and exclude the consumer from the guarantee.**

The guarantee period begins from the date of purchase of the product and only if the consumer has registered the purchase of the product with Superior Waterproofing Products within a period of 30 days from date of purchase, bearing in mind that:

1. In the event of a claim, the guarantee is not renewed or extended when the claim is settled;
2. The guarantee only applies to genuine Superior Waterproofing Products purchased and applied in South Africa from an approved or recognised supplier, distributor or retailer of the product;

Legal Responsibility and Exclusion of liability

Superior Waterproofing Products pursues a policy for constant development and improvement and reserves the right to alter product specifications without prior notice.

Superior Waterproofing Products does not accept liability for any damage that arises from elements outside of Superior Waterproofing Product's control. This exclusion from liability includes, but is not limited to:

1. Fair wear and tear from elements such as extreme weather, hail, dew, dust, grime, gaseous or particulate pollutants, acid rain, incorrect use or cleaning and exceptional fungal infestation; hydrostatic or electrolytic damage; welding or other forms of heating fire, explosions or radiation; mechanical or physical damage, collision or other accidents; vandalism, malicious damage or damage caused by industrial actions; acts of God;
2. The failure of Superior Waterproofing Products occurring in areas difficult to paint or prepare properly as a result of their features or which then contributes or leads to product failure in other areas;



3. Indirect or consequential damage to the consumer or any third party of any nature whatsoever;
4. Damage resulting from any disturbance of the surface due to any other substance or conditions that adversely or detrimentally affect the product;
5. Superior Waterproofing Products being applied in areas that are not recommended by Superior Waterproofing Products.
6. Any and all modifications to the product, i.e. tinting, diluting, blending.

Superior Waterproofing product's liability is limited solely to the replacement costs of the product purchased and applied which is scaled according to the time that has passed between the registration of the guarantee and the date of the claim, as follows:

10 YEAR GUARANTEE

First 6 months after registration	Total cost of product replacement
7 to 24 months after registration	80% of cost of product replacement
25 to 108 months after registration	30% of cost of product replacement
109 to 119 months after registration	5% of cost of product replacement

Replacement costs mean the cost of the repair at the time of the claim. The consumer will be liable for any additional costs not covered by the Superior Waterproofing Products guarantee. Superior Waterproofing Products does not accept any liability for any loss or damages suffered as a result of any delays in the completing of any repair or remedial work.

Repairs under guarantee

In the event of the consumer qualifying for the Superior Waterproofing Products guarantee and submitting a successful and approved claim, Superior Waterproofing Products will provide replacement product for any re-coating necessary to repair the paint and or waterproofing failure, subject to (Superior Waterproofing Products will not compensate for application(labour) costs:

1. Claims being submitted to Superior Waterproofing Products within 30 days of the product failure occurring;
2. The consumer supplies Superior Waterproofing Products with full details of what is defective together with full details of the person who applied the product and such persons contact details as well as full reasons why Superior Waterproofing Products should be held liable for such defect;
3. The consumer allows a Superior Waterproofing Products representative to inspect the relevant site and is allowed to conduct testing to determine the nature and extent of the damage and liability as well as the possible cause thereof; and
4. All repair or remedial work is done in accordance with Superior Waterproofing Products' instructions and supervision.



How to register your Guarantee

To qualify for and register your guarantee, simply complete the Superior Waterproofing Products, Product Guarantee Registration Form annexed hereto and e-mail the completed form to info@superiorwaterproofingproducts.co.za, within a period of 30 days from date of purchase of the product.

You will receive a Guarantee Reference Number that you should record and keep in a safe place, together with your purchase slip for future reference. This is very important as the consumer will need to quote this Guarantee Reference Number in the event of a claim.

IMPORTANT NOTICE – SHOULD ANY PROVISION OF THIS GUARANTEE BE IN CONFLICT WITH THE PRODUCT INSTRUCTIONS ON THE SUPERIOR WATERPROOFING PRODUCTS PRODUCT CAN, THE PROVISIONS OF THIS GUARANTEE WILL PREVAIL.

Yours faithfully,

Stanley D. Louw

OWNER: (MD Of Superior Waterproofing products PTY Ltd)

Cell: 082 600 1278 Tel: 011 704 2580

Disclaimer: The information and contact details in this document are confidential and legally privileged. If you are not the intended recipient any disclosure, copying, distribution or any action taken or omitted in reliance on it is prohibited and may be unlawful. If you have any enquiries, please contact <mailto:info@superiorwaterproofingproducts.co.za> Please visit www.superiorwaterproofingproducts.co.za.



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Reg No:2013/080384/07
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SUPERIOR WATERPROOFING PRODUCTS **PRODUCT GUARANTEE REGISTRATION FORM**

CONSUMERS NAME _____

REGISTRATION / CK NUMBER / ID NUMBER _____

PHYSICAL ADDRESS _____

POSTAL ADDRESS _____

PHONE NO: (____) _____ CELL NO: _____ EMAIL: _____

RETAIL STORE OF PRODUCT PURCHASE: _____ REGION _____

DATE OF PURCHASE: _____ PURCHASE PRICE (INCL. VAT): _____

PRODUCT BATCH NO: _____

ATTACH PROOF OF PURCHASE: _____

SITE ADDRESS WHERE PRODUCT APPLIED _____

SIZE OF ROOF IN SQUARE METRES _____

SUBSTRATE/SURFACE _____

PRIMER USED _____

PRIMER BATCH NO: _____

GUARANTEE REGISTRATION DATE (supplied by Superior Waterproofing Products): _____

GUARANTEE REFERENCE (supplies by Superior Waterproofing Products): _____

I, _____, in my Capacity as
_____ of the Consumer,

do hereby state that I have read and understand the terms and conditions of this guarantee.

Signed at _____ on this the ____ day of _____ 20____.

Signature: _____