



PAINT WITH CONFIDENCE

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PRODUCT QUALITY GUARANTEE

1. Products covered under Guarantee:

This guarantee is limited and applies only to the following products, their corresponding application purpose and guarantee periods.

Product	Interior / Exterior	Application Purpose / Substrate Type	Guarantee Period
PREMIUM RANGE			
Sabreshield	Exterior	Walls	15
Satin Acrylic	Interior / Exterior	Walls, Doors, Trims	10
Velvacryl	Interior / Exterior	Walls	10
Poly Acrylic	Interior / Exterior	Walls	7
High Build Wallcoat	Exterior only	Walls	7
Premium High Gloss Enamel	Interior only	Doors, trims only	7
Acrylic Gloss	Interior / Exterior	Doors, trims only	10
Eggshell Enamel	Interior only	Doors, trims only	7
Satin Glow Enamel(Non-Drip)	Interior only	Doors, trims only	7
Flexiguard	Exterior only	Walls	7
Luxury Matt	Interior only	Walls	10
Acrylic Roof Paint	Exterior only	Roofs only, not flat roofs	7
TRADE RANGE			
Super Cover Acrylic	Interior only	Walls only	7
Texkote	Exterior only	Walls only	7
Sabretex	Exterior only	Walls only	7
Super High Gloss	Interior only	Doors, trims only	7
Super Eggshell Enamel	Interior only	Doors, trims only	7



DIRECTORS: C.G. STRYDOM A.J. POOL
 REG.NO. 1979/006655/07



2. Extent of Guarantee

We guarantee the products as mentioned under point number 1 above to be free from defects that may lead to the following; uneven fading and chalking, blistering, flaking, cracking, peeling and/or wrinkling, subject to the “Conditions of Guarantee” and fair wear and tear.

3. Conditions of Guarantee:

3.1 This guarantee commences from the date of purchase as shown on the invoice. Proof of purchase, colour names and codes must be kept by the consumer and shown to validate this guarantee.

3.2 Where our liability exceeds **R12 000.00** including VAT, the customer must contact Sabre Paints (Pty) Ltd in order for SABRE to draft a tailor made specification for the project before it forms part of this guarantee document.

3.3 Sabre Paints (Pty) Ltd cannot be held liable for failure or defects arising from poor workmanship during surface preparation and paint application of our products. Poor quality workmanship can severely affect the performance of our products and it is the responsibility of the consumer to ensure that the correct preparation and application procedures are followed as per our back of pack and product data sheet information.

3.4 Please note that it is the responsibility of the consumer to refer to our relevant Product Data Sheets, available for viewing on our website at www.sabre.co.za. Any deviation from the relevant Product Data Sheets and back of pack information will render this guarantee null and void.

3.5 The condition of a substrate is another factor that can affect the performance of our products. Sabre Paints (Pty) Ltd cannot be held liable for any latent defects that may cause our products to fail.

3.6 The entire paint system used including primers, undercoats, sealers and top coats needs to be of the Sabre Paints (Pty) Ltd brand as recommended on the back of pack and/or product data sheets, in order to validate this guarantee.

3.7 The product must be used strictly in accordance with the intended Application purpose / Substrate type & Interior / Exterior columns, as laid out in the above table under point number 1.

3.8 This product guarantee does not cover any failure of the specified coating that is caused by or attributed to any cause outside the control of Sabre Paints (Pty) Ltd, including but not limited to the following; any form of indirect, consequential, physical or mechanical damage to the coating, any form of building movement, building settlement, structural, hairline or plaster cracks, defective building practices or materials, any water related problem including dampness in excess of the prescribed moisture limits as specified in the relevant product data sheet, efflorescence, rising damp, leaks, water ingress, abnormal weather conditions, pollution, any form of underlying substrate corrosion like rusting metal, Force Majeure (e.g. flooding, lightening etc.) and / or normal fair wear and tear.

3.9 The performance of our products are also dependent on the colour chosen for the project. Some colours are more prone to fading and alkali attack, thus the guarantee will only apply to products tinted and supplied directly from Sabre Paints factory. Any tampering or tinting of the product other than at the factory will render this guarantee null and void.

3.10 Upon a valid claim, Sabre Paints (Pty) Ltd will not be liable for any penalties or claims due to any cause outside the control of Sabre Paints (Pty) Ltd, including but not limited to delays.

3.11 This guarantee is the only guarantee furnished by Sabre Paints (PTY) Ltd in respect of the products as mentioned in the above table and supersedes all other guarantees, undertakings or representations of any nature, whether express or implied in respect of the quality of the product.



4. Our liability

If our product is proven to be defective, we undertake to replace the material to repair the relevant defect in accordance with the below liability table. The consumer will be liable for the balance of the cost.

LIABILITY TABLE – EFFECTIVE FROM DATE OF INVOICE			
Period	15 Year Guarantee % Replacement Cost	10 Year Guarantee % Replacement Cost	7 Year Guarantee % Replacement Cost
Year 1	100%	100%	100%
Years 2 - 3	85%	80%	75%
Years 4 - 5	70%	60%	40%
Years 6 - 7	55%	30%	10%
Years 8 – 10	40%	10%	N/A
Years 11 – 13	25%	N/A	N/A
Years 14 - 15	10%	N/A	N/A

5. Claim Process

5.1 Any claims in terms of this guarantee must be reported by the consumer to Sabre Paints (Pty) Ltd within 30 days of discovering the alleged defect or failure that could give rise to the claim.

5.2 The consumer must specify the grounds upon which it believes that Sabre Paints (Pty) Ltd is liable in terms of the guarantee.

5.3 We undertake to respond promptly to any query where the performance of products, manufactured by ourselves are in doubt and to provide a professional analysis of the problem.

5.4 Sabre Paints (Pty) Ltd will be entitled to inspect the area in which the alleged paint failure has taken place and conduct tests itself or nominate a 3rd party independent specifier to do so. Following the investigation, a report will be compiled by Sabre Paints (Pty) Ltd to clarify the reason for failure. In the event of a dispute, a 3rd party will be nominated to investigate and report on the alleged failure. This report will conclude the cause of failure or defect and the final outcome.

5.5 During the time of investigation the consumer will allow Sabre Paints (Pty) Ltd regular access to the premises in order to conduct testing and no tampering or attempt to repair the area shall be allowed during this period, else the guarantee will be regarded as null and void.

5.6 Sabre Paints (Pty) Ltd shall be entitled to control and monitor or appoint a 3rd party to monitor the repair work. Sabre Paints (Pty) Ltd shall also be entitled to appoint the contractor to conduct the repair work.

