



Painting Workmanship Warranty

Terms & Conditions

Miraj painting is pleased to offer its customers an exceptional warranty on its home Exterior/Interior painting work. This warranty protects homeowners against defects in workmanship. Defects include peeling, blistering, chipping and other defects directly related to human error in the painting application. We will repair failed painted areas by preparing the surface the same as stated in the contract and touch-up paint the same as stated in the contract.

We will repair failed or painted areas only where the paint is peeling, chipping or blistering. The paint colour and sheen will not be an exact match in some areas of touch-up due to ageing and possible fading. We will repair failed painted areas at no labour or material cost to the client.

Miraj Painting adheres to and follows only the best painting practices and standards. Even though our professional painters take all precautionary measures to make sure our work is not defective, sometimes defects in workmanship can happen. To protect customers against such defects in workmanship.

1. All exterior painting work is covered by 3 years painter workmanship warranty
2. All interior painting work (Quality Level 4 or Level 5) is covered by 5 years painter workmanship warranty
3. All interior painting work (level 4) is covered by 3 years painter workmanship warranty
4. All interior painting work (level 3) is covered by a 1-year painter workmanship warranty
5. All roof painting work is covered by 3 years painter workmanship warranty
6. All-Metal coating and Aluminium Re coating work are covered by 2 years painter workmanship warranty
7. All furniture and kitchen cabinet painting work is covered by 2 years painter workmanship warranty

This warranty does not cover:

- f Paint failure at horizontal surfaces or any surface that permits moisture to collect because of their specific design (i.e. railings, porches, wooden gutters, decks, stairs, nail pops or cracks caused by expansion and/or contraction. Cracks will be properly prepared as indicated at the time of the job, but will not be covered under this warranty.)
- f Work for which the Contractor did not supply the paint or other materials
- f Any work not performed by the Contractor
- f Surfaces made of or containing, galvanized metal, or varnished surfaces
- f Bleeding caused by rust, cedar, or knots
- f Exact paint match, since environmental conditions will affect the colour and finish of all paints over time
- f Cracks that occur in drywall, plaster, or wood after completion of the painting
- f Repairs which are needed due to results of a defect in the paint (despite paint being supplied by the Contractor or the customer)
- f Any peeling, chipping, or blistering caused by:
 1. mill-glazing from smooth cedar
 2. peeling off layers of paint existing prior to the work performed by the Contractor.
 3. moisture content of the substrate
 4. abrasion, abrasive cleaning, mechanical damage, abuse, or damage that results from the use of chemicals (or cleaning agents)
 5. exposure to harmful solids, liquids or gases
 6. ordinary wear and tear, or extraordinary wear and tear resulting from improper use and care
 7. Painted or stained horizontal walking surfaces (i.e. decks, floors and steps), Horizontal wood of any kind, dirt and mildew accumulation, paint failure due to rotted wood, structural defects, moisture intrusion, failure of previous paint coatings and insect infestation. any act or omission on the part of the Customer (or subsequent owner of the Property) causing damage to the paint, damage to the property or the paint caused by structural building movement, flood, fire, storm, earthquake or other circumstances attributable to an Act of God, nature, war or accident of any kind; normal wear and tear including fading; defects or damages caused by fire, flood, explosion, vandalism, extreme weather conditions, alterations, abuse, negligence, misuse, or any additional reason beyond the control of the Contractor
 8. If the house is occupied after work is completed there will be wear and tear

Aluminium, Metal coating and Roof Painting

Miraj Painting offers an exceptional warranty for all metal and Roof painting. We will repaint any failed areas by prepping the surface area and touching up the failed area. It is important to keep the old paint around for future use.

We will correct any issues related to the workmanship that ARE NOT related to the material.

The warranty does not cover

1. peeling resulting from the breakdown of any underlying, older paint film, water damage, or ground contact damage, damage caused by anyone walking, or other unusual traffic, on the roof; hailstones; moisture-retaining substances; droppings from wildlife; pollutants; corrosive agents; fumes; dust; pollen; or organic growth; defects in the structure on which the roof has been fitted; any unusual natural phenomena or act of god including, without limitation, earthquakes, fires, floods, lightning, heavy hail, the build-up of snow or other natural substances or winds stronger

than those which the roof ought reasonably to have been designed and built to withstand, given the building's location, site conditions, design and any other relevant factors.

Also if the roof/tiles/trims are not installed in accordance with the requirements of the New Zealand Building Code

The warranties do not cover (and we are not liable for):

- a. installation of the roof (this is the installer's responsibility);
 - b. the performance of Tiles, skylights or vents;
 - c. rust (red or white) on, or runoff from rust on, roof fasteners;
 - d. 'halos' of rust (red or white) on the surface of tile or trims surrounding fasteners;
 - e. normal wear and tear; natural weathering, variable darkening, gradual fading or chalking of tiles or trims;
 - f. variations in the colour or texture of Textured Coated products arising from natural variations or the presence of other minerals in the crushed rock used in the chip with which the tiles are made.
2. Rotted or previously partially rotted wood/tiles
 3. Stains/marks from leaves or other debris that fall on surfaces leach out causing discolouration;
 4. any issues that are related to house movement are not covered
 5. ordinary wear and tear, or extraordinary wear and tear resulting from improper use and care (Alu;)

furniture and kitchen cabinet painting

Miraj Painting fully backs our process and finished products with a 2-year workmanship warranty. This warranty covers issues related to application and paint products. This warranty includes noticeable discolouration, paint peeling/bubbling, or severe systemic problems with cracking. This does not include normal wear and tear items, small nicks, paint damage, stains, pre-existing hardware issues, hairline seams, negligence, fire damage, water damage, pre-existing door issues, or pre-existing hardware issues. This guarantees the durability of our process and the paint products we use.

Defects

Painted surfaces with application defects as described in AS/NZS 2311:200940 are visible from the normal viewing distance. These include 1. Paint runs, 2. Paint sags, 3. Wrinkling, 4. Fatty edges, 5. Entrained paint skins, 6. Bristles from a paint brush, 7. Extraneous fibrous material e.g. hair, 8. Dust, 9. Bare or starved areas, 10. Surface cracks, 11. Irregular or coarse brush (or roller) marks, 12. Blistering, 13. Other discontinuities

Paint:

Paint warranty is provided by the manufacturer of the approved paint coating. A paint application workmanship warranty is provided by the applicator. The paint is not warranted for fading as fading will occur over time. The house must be washed/cleaned every 6 months as per our and the paint manufacturers' standard Maintenance Guide instructions. The homeowner must be able to produce cleaning records. This includes the frequency of repainting for dark colours and exposure to sea spray or geothermal zones.

Contact Miraj Painting to report claim

To claim under the warranties and as a condition of our liability under the warranties:

- a. the House owner must deliver written notice of the claim to the email mirajpaintingnz@gmail.com
- f Make the property accessible to the Contractor to perform repairs
- f Maintain evidence of payment in full (i.e Invoice, warranty)
- f Maintain a copy of the original contract
- f Pay the original full contract price

Thanks

[Home \(mirajpainting.co.nz\)](http://mirajpainting.co.nz)