

Bubbl Assurance Program- Terms & Conditions

1. Eligibility:

The Bubbl Assurance Program applies exclusively to the following products:

- Nanokool Water-Based Interior Emulsion
- Nanokool Water-Based Exterior Emulsion

Additional Conditions for Eligibility:

- Issues must be reported to Bubbl Paints or the store where the product was purchased within 15 days of identifying the problem (e.g., colour mismatch or quality concerns).
- The product must have been purchased from an authorized Bubbl Paints dealer or distributor.
- Proof of purchase (e.g., invoice or receipt) must be provided to process the assurance program.

2. Parameters of the Bubbl Assurance Program:

The Bubbl Assurance Program provides assurance for the following issues encountered during the initial painting process:

- **Opacity Issues:** When the paint fails to adequately conceal the surface beneath, resulting in visible inconsistencies or transparency, despite being applied as per the recommended guidelines.
- **Colour Mismatch:** When the applied paint does not match the shade as it appeared on the shade card selected by the customer.
- **Coverage Discrepancy:** If the paint does not meet the stated coverage per litre when applied according to the recommended application process.
- **Quantity Discrepancy:** If the quantity of paint in a sealed container is less than the amount stated on the label.
- **Container Damage:** Visible damage to the container affecting the quality of the paint (e.g., leakage, contamination).
- **Product Quality Complaints:** Any complaints about the paint's consistency, texture, or usability during application.
- **Layer Formation:** If an unusual layer or hard crust is observed when the paint container is opened for the first time.

3. Exclusions Under Bubbl Assurance:

The Bubbl Assurance Program does not cover issues caused by:

- **Substrate defects**, such as cracks, dampness, or structural weaknesses.
- **Improper surface preparation**, including inadequate cleaning, sanding, or priming.

- **Environmental factors**, such as excessive humidity, extreme weather, or water seepage.
- **Unapproved application methods**, such as incorrect thinning ratios or improper tools.

4. Bubbl Assurance Process:

The Bubbl Assurance Program ensures immediate solutions for product concerns to prevent disruptions during your painting process. Customers can report issues such as colour mismatches or product quality concerns during the initial painting process. **Product registration is not required** to access this program.

Customers can choose any of the following options to report an issue:

1. Via the Retailer:

- Return the product to the store where it was purchased.
- The retailer will provide a replacement and retain the defective product for inspection by a Bubbl Paints technician.

2. Missed Call Service:

- Give a missed call to **1800 3 157 157**, and our team will guide you through the next steps for resolution.

Documentation Requirement

Regardless of the reporting method, the customer must complete the **Bubbl Assurance Form** available on our website. The form must be filled out **before getting a replacement** and should include all required details, along with up to **3 photos from different angles showing the affected area** for documentation purposes.

5. Eligibility for Bubbl Assurance:

The Bubbl Assurance Program is available to all customers, including:

- Private Customers
- Agents, Distributors, Wholesalers, Resellers, and Retailers

This program is valid in India and in countries where Bubbl Paints has authorized dealers. However, employees of BPV Coatings Private Limited are not eligible to submit claims on behalf of others.

6. Replacement and Exchange:

Under the Bubbl Assurance Program:

- **Maximum replacement quantity:** The program addresses affected product quantities that do not meet performance standards, up to a maximum of **20 litres**.
- **Replacement:** Applies to containers that have been opened and used, where a defect has been identified and confirmed.

- **Exchange:** Unopened containers from the same batch may be exchanged and sent for further testing to ensure quality assurance.
- **Exclusions:** Labour costs and other incidental expenses are not covered under this program.

7. Surface Preparation Requirement:

The Bubbl Assurance Program applies only when the product is used following Bubbl Paints' application guidelines. Products applied incorrectly, or on improperly prepared surfaces, are not covered under this program.

8. Bubbl Assurance Resolution Timeline:

Under the Bubbl Assurance Program:

- A Bubbl Paints representative will inspect the **defective product** at the retailer's location or, if necessary, at the application site, within **7 working days** after the issue is reported.

9. Replacement and Product Return Policy:

- Replacements are handled directly through the retailer upon returning the defective product.

10. Colour Replacement Policy:

For colour-related issues under the Bubbl Assurance Program:

- Customers may select a replacement colour of their choice, subject to availability.
- Once the replacement colour is provided, it is not eligible for additional claims under the assurance program.

11. Assurance Rejection Rights:

Assurance may be denied if there is evidence of fraud, misrepresentation, or non-compliance with Terms and Conditions (T&Cs).

12. Assurance Submission Responsibility:

BPV Coatings Private Limited is not liable for incomplete, invalid, or late submissions under the Bubbl Assurance Program. Proof of submission does not guarantee eligibility for assistance or resolution.

13. Submission Restrictions:

Issues under the Bubbl Assurance Program can be reported by:

- The original purchaser of the product,
- The dealer acting on behalf of the customer, or
- Directly to Bubbl Paints.

14. Assurance Validity:

Issues violating T&Cs will be invalid, with BPV Coatings Private Limited's decision being final.

15. Severability:

Invalid terms will be excluded without affecting the remaining T&Cs.

16. Right to Amend:

BPV Coatings Private Limited reserves the right to modify or discontinue the Bubbl Assurance Program at any time without prior notice. Issues reported before any changes to the program will remain valid and will be addressed as per the original terms.

17. Limitation of Liability:

While BPV Coatings Private Limited strives to ensure customer satisfaction, the company is not liable for:

- Indirect or consequential losses
- Issues resulting from improper surface preparation or structural issues
- Events beyond control, such as natural disasters
- Vandalism, misuse, or negligence
- Incorrect tinting formulas not conducted by Bubbl Paints or its authorized representatives

18. Statutory Rights:

The Bubbl Assurance Program does not affect statutory rights.

19. Customer Data Privacy:

All collected customer data will be handled securely and in accordance with our Privacy Policy.

20. Retention of Terms:

Please keep these T&Cs for future reference.

21. Governing Law:

This warranty is governed by the laws of India, subject to the exclusive jurisdiction of the Madras High Court.

22. Definition of "We":

The reference to "We" or "Bubbl Paints" under these T&Cs shall mean BPV Coatings Private Limited.

23. Trademarks:

BPV Coatings Private Limited logos and brand names are trademarks ©2025.

24. Customer Support Email:

For warranty assistance, contact: customercare@bubblpaints.com

25. Customer Support Contact:

Toll-Free Missed Call Service: Contact us via 1800 3 157 157 for warranty assistance.