



Bernardo Ecnarro S.A.
Fabrica y Oficinas:
Pol. Ind. San Lorenzo
Tel. Oficina: 943 74 28 00*
Fax: 943 74 06 03
www.bernardoccnarro.com
20870 EIGOBAR (Guipúzcoa)
Expedientes:
Pol. Ind. Ison
Tel: 943 74 42 46*
Fax: 943 74 46 00
20870 EIGOBAR (Guipúzcoa)

BERNARDO ECENARRO, S.A. WARRANTY POLICY ("the BESA Warranty")

BESA WARRANTY

BERNARDO ECENARRO, S.A. ("BESA") warrants that all products supplied by BESA ("the BESA products") will be free from defects and deficiencies for a period of six (6) years from the date of purchase, as long as the BESA products are applied according to the written specifications and directions of BESA. The BESA warranty will be limited to the following:

- 1- Cracking or checking of paint film.
- 2- Severe loss of gloss of the point caused by hazing, chalking or fading.
- 3- Peeling of the topcoat or the layers of the film included in the original repair area.

BESA WARRANTY OBLIGATION

The BESA Warranty will be limited to the supply of BESA products to repair the failed area. BESA will provide a product credit for direct labour costs incurred in applying the replacement BESA products. No credit or payment will be given for any other loss, cost or damage, including supervisory or overhead costs, or for economic or consequential damages or loss.

BESA WARRANTY CONDITIONS

The obligations of BESA under the BESA Warranty are subject to the following:

- 1- The Customer must notify BESA in writing or by telephone confirmed facsimile immediately upon the customer becoming aware of a failure in an BESA Product;
- 2- The affected area must have been inspected by a BESA Representative and the Customer and the BESA Representative have reached an Agreement in writing on the scope of and proper procedure and scheduling for the repair;
- 3- Any repairs undertaken by the Customer, without the authorization in writing of the BESA Representative, will be at the sole expense and responsibility of the Customer and BESA will be released of all liability and responsibility with respect to the failed BESA Product;



Bernardo Ecnarro S.A.
Fabrica y Oficinas:
Pol. Ind. San Lorenzo
Tel. Oficina: 943 74 28 00*
Fax: 943 74 06 03
www.bernardocnarrro.com
20870 EIGOBAR (Guipúzcoa)
Expeditores:
Pol. Ind. Ison
Tel: 943 74 42 46*
Fax: 943 74 46 00
20870 EIGOBAR (Guipúzcoa)

- 4- The BESA Warranty will be restricted to BESA Products which are applied in Continental North America only and where the applied BESA Products are available for inspection in Continental North America by a BESA Representative in the event of a failure.
- 5- All other warranties and conditions imposed or implied by law or statute are expressly excluded and the only warranty for BESA Products is the BESA Warranty as set out herein.

BESA WARRANTY EXCLUSIONS

The BESA Warranty will not apply to any of the following situations:

- 1- Physical film damage caused by scratches, chips, abrasions, dents, or substrate distortion by any means;
- 2- Exposure to harmful atmospheric conditions such as airborne emissions or acid rain;
- 3- Normal colour change due to environmental exposure;
- 4- BESA Product applied over previously repaired or repainted areas;
- 5- BESA Topcoat Product applied over another manufacturer's primer product;
- 6- Contamination of the surface to be coated causing loss of adhesion;
- 7- Contamination of coatings applied either before, during or after application;
- 8- Rust within the area covered by the BESA Product, originating by any means;
- 9- Fading of metallic colours not applied in the basecoat/clearcoat system; and
- 10- Inaccurate colour matches.
- 11- Non-fulfilling of the application instructions given on the Technical Data Sheet of the product or the specification of the painting system (if any).