



TERMS AND CONDITIONS

VNC Electrodes (“VNC”) offers Indicus Colourcraft Painting Services (“ICPS”) to you (“Customer”) as a facilitation service. By engaging with ICPS, the Customer hereby agrees that he/she has read, understood and accept the following terms and conditions:

1. ICPS’s role is limited to that of a facilitator, connecting customers with painting professionals (hereby referred as “Service Provider”) for the customer’s painting needs with Indicus products.
2. ICPS’s will also facilitate the supply of Indicus products through its dealers (“Dealer”) based on Customer’s confirmation/orders.
3. The decision of appointing the Service Provider solely rests with the Customer. VNC does not certify or validate Service Providers, their quotation, professional competency, training and/or experience. It is recommended that all relevant assessments and due diligence be conducted by the customer prior to choosing the Service Provider.
4. It is expressly understood by the Customer that securing the services of the Service Provider will be a direct contractual arrangement between the Customer and Service Provider in which VNC or ICPS shall bear no role or liability. It is further clarified VNC disclaims all liability with respect to any service or work undertaken by Service Provider and Dealer.
5. It is clarified that any work undertaken and performed by the Service Provider will be in their own capacity as an independent contractor(s). The Service Providers are not bound to ICPS in any manner by virtue and are free to advise the customer in all respects based on their professional opinion.
6. ICPS recommends all payments to be made directly to the Service Provider by way of bank transfer/cheque/demand draft. VNC does not receive any commission through any transaction between the Service Provider and the Customer.
7. Commencement of services is subject to realization of payments as per the payment terms given in the quotation and the site being made available free from all obstacle, for carrying out the said services. Timelines for completion of the services are indicative and subject to changes due to external factors. The Service Provider reserves the right to stop the work if payment is not paid as per the payment terms till such time as dues are cleared by the customer. ICPS will not be liable or held responsible for any delays for whatsoever reasons.
8. The Service Provider reserve the right to terminate the contract in case of unreasonable delays, changes, arbitrary demands on the part of the Customer. In such case, Customer shall not be entitled to any refund for products and services completed on site.
9. It is the responsibility of the Customer to arrange all the permissions and authorizations required for the purposes of executing the services from all relevant authorities.
10. Cost for scaffolding, water, electricity and any additional cost to render the services that are not mentioned in the quotation shall be borne by the Customer. The customer is responsible for providing the necessary water and electricity supplies for the painting process.
11. While taking measurements, Service Provider will adhere to civil engineering norms.



12. Any work that is not part of the quotation will not be carried out by the applicator. In case of additional work beyond the scope of the quotation, the Service Provider may or may not take it on. If they accept the additional work, Customer is responsible for paying the additional fees, over and above the quotation.
13. The Service Provider shall not be held liable for any issues brought on by outside factors such as leakage, seepage, cracks, algal and fungal development, or uncertain damage from natural disasters, among other things.
14. Once paints are tinted with the shades selected by the customer, it can't be cancelled or returned. In case a new shade is selected, additional product and colourant charges will be levied.
15. Application will be carried out as per the recommended application procedure of the specific product. If the Customer demands a change in application procedure, the Service Provider will not be responsible for any defective finish.
16. Shades in the shade card, fan deck, etc. are only indicative and may vary when applied on the substrate.
17. If the Customer raises a complaint, the Service Provider or Dealer will visit the location for an inspection and, if the complaint is deemed valid and legitimate, will be held accountable for fixing the problem. The surface area that has to be corrected must fall within the parameters of the provided quotation.
18. Warranty for products will be subject to warranty conditions of the specific products. They are available at www.indicus.in/warranty.
19. This service is subject to force majeure conditions and in the event or occurrence of any force majeure event including but not limited to natural calamities, fire, explosions, epidemics, pandemics, public health emergencies, etc. and any event outside the control of Service Providers.
20. The services of ICPS shall be governed and construed in accordance with the laws of India. Any dispute arising hereunder shall be subject to the exclusive jurisdiction of the courts in Karur, Tamil Nadu, India.

For more information, please visit www.indicus.in.

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For any clarifications, please write to contactus@vncgroup.com.

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