

One Pail / Bag Credit Policy Technical Bulletin

TB052

Category: Parex USA General

Keywords: One Pail, Bag, Credit Policy

As a service to our customers, Parex USA, Inc. provides color formulas, tinted products, and tint vials to be used in different products. Variations in raw materials and environmental conditions at the job site (which are out of the control of Parex USA) can affect the color of the finished product. Parex USA, Inc. recommends that the same batch of products are used for one job in continuous areas, if possible, to ensure raw material variations are minimized.

The distributor and/or user of the product is obligated and responsible to make sure the formulas and tinted products match the color required. Parex USA, Inc. recommends that samples and mock-ups are completed in the job conditions to ensure acceptance of the finished product by the owner. Parex USA, Inc. will only honor one pail/bag of applied material when there is a discrepancy in color and texture based off of a manufacturing error. The applicator must take responsibility to stop the job when color or texture is in question.

All claims must be reported immediately with the following information and samples:

- Pictures, bags and/or pails of the product
- Samples of alleged defective material
- Job address
- Applicator and distributor information

Contact:
Parex USA, Inc.
Claims Department
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Corporate Office

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Facilities

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