

LIMITED WARRANTY: Wall tile, bathtubs, and fiberglass fixtures which are fully refinished are warranted on a pro-rated basis as pronounced below for three years, against peeling or other failure of adhesion of refinishing materials (non-commercial usage only) on account of workmanship. For one year, spot repair, sinks and 3-step fiberglass repair are warranted against failure of adhesion (non-commercial use only). The three year guarantee will be pro-rated over the three years on a yearly basis with changes in the pro-rated amount taking place on the anniversary date of the acquisition. The coverage will be 100% during the first year, and it will go down 33.33% each year after that. On the final anniversary date the percentage will be 33.34%.

April 19, 2017

Any floor reglazing is not covered under our warranty.

Charges will be based on the then up-to-date, regular pricing. Here are some conditions that will void the warranty:

If the surface is constantly wet without drying the bathmat and tub between uses; if the fixture is utilized for water or storage or holds water continuously; if the use of chemicals or harsh cleaning agents led to discoloration, yellowing or staining; if the fixture becomes damaged or impaired because of leaking or dripping plumbing; if there are chips or other damage that resulted from sharp objects or objects falling; if there are cracks in the refinished surface because of substructure damage or movement; if lack of cleaning causes the refinished surface to fall apart or degrade; if masking tape was placed on the refinished surface, or another adhesive was used on the refinished surface; or if a property status was switched without the appropriate notification. Note that plumbing, caulk, and shower doors are not warranted.

When failure is covered under warranty, White Glove Bathtub and Tile Reglazing will, at its discrepancy, fix the botched area; refinish the fixture; or reimburse the cost of the job (pro-rated as described above if necessary). If the location is not in our service area, travel charges might be accrued. There is a 72 hour period in which White Glove Bathtub and Tile Reglazing must be notified if any issues take place, otherwise the warranty could be voided.

CLEANING INSTRUCTIONS: It is important that non-abrasive, liquid cleaners are used to clean the refinished surface. Bleach and chlorine are not safe to use, and any cleaning agents must be safe to use on re-glazed, acrylic and refinished surfaces. Simple Green, Tub & Tile Cleaner, Mr. Clean Multi-surface and Zep Shower are some of the products we recommend. If a cleaning utensil is safe to use on Teflon, then this can be utilized.

COLOR: White Glove Bathtub and Tile Reglazing uses Kohler white as its standard color. Any made to order color necessitates dyeing or tinting and needs to be designated and accepted one week before your appointment date. Extra charges may apply.

**PLUMBING:** Our team is not licensed, trained or authorized to do plumbing. However, in certain circumstances, it might be required that they take away or loosen handles, drain pieces, spouts, or overflow covers. If this happens to be the case, then our company will be accountable for those items unless general decay or the age of pipes or fixtures make this unmanageable. Inform us if your plumbing is old or potentially problematic so the appropriate precautions are taken.

**CURE TIME:** 24 hours after refinishing is done is the cure time for use. **DO NOT USE** the fixture before the 24 hour time frame has expired, and do ensure the fixture stays dry. 7 days is the full cure time. **A BATHMAT SHOULD NOT BE USED FOR THE FIRST 7 DAYS.**

**TRANSFER OF WARRANTY:** During the first year, warranty can be transferred. White Glove Bathtub and Tile Reglazing must be alerted by the new owners within 90 days of acquisition or warranty will no longer be in effect.

**TERMS:** Due on completion of work. We accept check, cash, Visa or MC. There is a \$25 fee for checks that are returned.

**Disclaimer:**

No warranty on floors, sinks, toilets, and counter tops.

Callbacks can take up to 2 weeks to schedule the day the call placed.