

## Service Agreement - Disclosure – Terms – Conditions - Preparations – Limited Warranty – Please Read Carefully

**Preparation:** Clean area and ceilings before our arrival this will reduce the chance of anything landing in the coatings. Customer is responsible for the cost to remove (repair) any foreign object or excess dust that lands on finished surface after the job has been completed. Remove all loose items prior to our arrival. This includes curtains, pictures, shower doors, mirrors, appliances, tables, accessories or any rugs. If we remove or move any item it is a courtesy only and any damages are the customer's responsibility. If we assist you the customer and something is damaged in the move we are not responsible.

**Protection from Overspray and Dry Dust:** To protect the immediate area we must mask it. Masking Tape can pull up wallpaper or paint like finish. Please alert us to any areas of concern so we can be extra careful, however any damage caused by masking or removing masking is the customer's responsibility. You must cover all surfaces near and outside of the item to be refinished prior to our arrival to prevent light over spray or surface dust from landing on it. Any cost to remove overspray or dry dust outside the immediate area of the refinished item is the customer's responsibility.

**Stripping:** Surfaces that have been painted or glazed before must pass tests for both proper adhesion with the original substrate and compatibility with the new coating. Any old coating that fails these tests must be removed with the use of a chemical paint stripper. This is referred to as Chemical Stripping. Removal of this old coating will allow the new material to bond directly to the original substrate. If testing concludes that a proper bond exists between the substrate and the old coating, that surface will be prepared for the new coating. Wet and dry sanding is used to remove the outer most layer of the old coating to produce a flatter, smoother surface to spray the new finishing material upon. This is referred to as Mechanical stripping. **Both processes will require an additional charge of \$150.00 for bathtubs.** The additional cost for other stripping needs will depend on the size and type of project.

**Colors and Surface Textures:** Our standard color is Pure White. Other colors require the mixing of pigments so we cannot guarantee an absolute perfect match on any color as we all see colors differently. Colors and Textures will vary from manufacturer so samples for Colors and surface textures shown at time of bid should only be considered a guide. We strive to stay as close as we can to all samples shown but due to the application process variations in color or textures may occur. If you are not present to approve colors, textures, or speckling, we are authorized to proceed without delay. Cost to change or reapply colors or change textures due to lack of presence by customer will be a customer expense. Counter top resurfacing is a sprayed-on liquid product that cures to a solid conforming to your existing surface. Because each countertop is individually hand crafted, variations in color and texture are an inherent part of the resurfacing process. Imperfections in the original counter may show through and cannot be avoided. Any cost to fix is a Customer expense.

**Plumbing: We are not licensed plumbers.** However, you authorize us to remove or loosen handles spouts, drain pieces, or overflow covers, or other plumbing hardware including shower doors if we determine it is necessary. In those cases **you the customer** will be responsible for returning those pieces to their original position. Age or general decay of pipes or fixtures may make this impossible. **PLEASE CONSULT A LICENSED PLUMBER** for any areas of concern. Repair any leaks prior to our arrival. If water leaks delay our work schedule your deposit can be forfeited. **Any plumbing fixture installed or reinstalled by us is a paid courtesy and is not warranted. We are not responsible for any plumbing related damages under any circumstances.**

**Paint and Wallpaper:** To protect the immediate area we must mask it. Masking Tape can pull up wallpaper or paint. Please alert us to any areas of concern so we can be extra careful. However any damage caused by masking or removing masking is the customer's responsibility.

**Materials: Refinishing fumes can be toxic so we require that anyone concerned with any sensitivity or possible reactions to harsh solvent paint like odors remain out of the immediate area during and 24 hours after the Refinishing process. This includes any animals, fish, reptiles, birds or pets.**

**Scheduling & Access:** Our business hours are Monday through Friday 9:00 A.M. to 5:00 P.M. To get your deposit refunded or if you have Schedule changes they must be received 3 Business days prior to original appointment. Failure to do so will leave a workman idle and **your deposit will be forfeited.** If we are detained by weather, shipping errors, illness, equipment failure, or job overruns, or circumstances beyond our control we will notify you as soon as possible for rescheduling. No refunds for these conditions. We are not responsible for any losses caused by these delays. Prior to our arrival arrange access to the property. Water and electricity are necessary. Delays caused by the lack of access or no utilities present leave a workman idle and your deposit will be forfeited.

**Terms: This is a service request contract. Payment is due and payable when the job is completed. Global Refinishing Corporation retains the Sole Final Legal ability to determine when a job is completed within the scope of the refinishing process. Upon job completion Non-Payment will constitute a Criminal charge of THEFT OF SERVICES. WE ACCEPT CASH OR CHECKS.** On the final day of the job, plan to be present to inspect the work and area for cleanliness and to render final payment. No post dated or out of town checks. Incidental repairs required to complete the refinishing processes are authorized. Final payment acknowledges customer acceptance, inspection for Quality of Workmanship and the surrounding area for cleanliness outside of masked areas.

**Legal:** Should a legal dispute arise it is mutually agreed by all parties that any settlement be limited to a customer refund only or any monies due Global Refinishing Corporation. **This document is our entire Agreement. Any Change must be in writing and signed and dated by all parties.** If a legal issue should arise Customer agrees to settle all issues through Mediation at the Court in the county seat where the work is being performed.

### **LIMITED WARRANTY SUBJECT TO LONG TERM CARE & MAINTENANCE REQUIREMENTS BELOW**

**Surface Conditioning:** Please do not use surface for a full \_\_\_ Hours. All newly refinished surfaces will have surface dust, which will have settled into the new surface. There is no way to prevent this, as we are not working in a 100 percent dust free environment. **DO NOT BE ALARMED**, normal use and regular cleaning will remove all minor surface dust marks and particles within a few weeks. **DO NOT TRY REMOVING ANY PARTICLES BY PICKING AT THEM.**

1. Always wipe the surface to remove any excess water, especially if the area is subject to pooling. Do not use any abrasive cleaners on or near the refinished surfaces. Your new finish is easily cleaned with a mild liquid cleaner. **The only approved cleaners to use are "FANTASTIK", "FORMULA 409", "LYSOL TUB and TILE", and "SCRUBBING BUBBLES".** Even if the surface does not appear dirty clean it once a week with any of the above mentioned cleaners. **DO NOT USE "SOFT SCRUB", "COMET", "AJAX" OR BLEACH**

2. Do not use any abrasive scrubbing pads, such as **Scotchbrite**, or any similar pad as this will scratch the new surface. A cleaning pad designed for cleaning Teflon surfaces works well.

3. The owner and user must maintain faucets and plumbing. Leaky faucets will erode the new finish, causing it to crack and wear out prematurely thus voiding this Warranty. Do not use refinished items for liquid storage or subject the surface to any dye.

4. Do not drop, drag any objects on the finish, which may cause it to chip, scrape or peel or mar the finish. Do not use any counter top as a cutting board or cut on it.

5. Do not leave any bottles; spray cans, wet cloths on refinished surfaces for more than 24 hours. (Rust from shaving lotion cans or dye from labeling may stain surface if allowed to sit for long periods of time).

6. Destruction of the surface may occur by using acid compounds such as drain openers or tile grout cleaners. All Harsh Chemicals should be kept away from the finish including hair dyes and nail polish removers and perfumes. Please keep toys from chipping bathtubs.

7. Use liquid soap or body washes as they rinse easily with water and help prevent bar soap residue. Do not place bar soap on any refinished surface.

8. Owner on all areas requiring protection must maintain caulking. Caulking and/or Grouting is not warranted.

9. Damage may occur to any refinished surface when exposed to extreme heat. Please keep hot objects away from the refinished item.

10. Do not use any bath mats with suction cups. **If we install slip resistant surface YOU MUST STILL USE CAUTION when using the bathtub.**

The slip resistant surface will only aid to prevent slips and falls and we are not responsible for any accidents, which may occur.

The Warranty on the refinished item is (5) Years on Residential Bathtubs, Showers, Vertical Wall Tile and Kitchen Cabinets, Countertops, Sinks Vanities, Cultured Marble. No Warranty on Kitchen Sinks., Floors, Spas and Chip Repairs. (1) Years for Commercial and Rentals. The Warranty covers defects in Material and Workmanship. We further warrant your refinished fixtures will not, on its own, chip, flake, peel or yellow for the time stated. Scratching, deterioration of the glossy finish or staining over time due to usage, cleaning practices or water conditions will be considered to be normal wear and tear. This warranty will not apply where the original porcelain has been removed, or the fixture has had to have patchwork, or the surface has rust. **The Warranty does not cover customer neglect, or for failure to comply with the care and maintenance listed above.** Repairs caused by not complying with the above listed items will be the responsibility of the customer. Warranty requests must be made in writing and mailed to our office by regular mail. Upon receipt we will contact you immediately. **No Repair request will be accepted by telephone.** Scheduling repairs will be at a Mutual Convenient time. Repairs will be during normal business hours. **A \$125 service fee plus repair cost shall be assessed for services not covered by this warranty. A \$25 fuel charge applies to all repairs under warranty.** Movement or flexing resulting in cracks or splits on any surface including fiberglass or grout lines are not warranted. Global Refinishing Corporation retains the sole ability to render a final decision when determining if the refinished item is covered by this Warranty. Contact us for repairs immediately, delays will void the Warranty, as it will cause the surface to peel or lead to other problems

Estimated By:

# GLOBAL REFINISHING CORPORATION

Invoice No.:

131 DANIEL WEBSTER HIGHWAY STE 207 NASHUA, NH 03060  
1085 COMMONWEALTH AVENUE STE 143 BOSTON, MA 02215

Name and Date: \_\_\_\_\_

[WWW.GLOBALREFINISHING.COM](http://WWW.GLOBALREFINISHING.COM)

Source Inquiry: \_\_\_\_\_



TEL: 866-930-TUBS (8827)

FAX: 866-930-TUBS (8827)

<b>CONTRACT SUBMITTED TO:</b>	<b>PHONE:</b>	<b>DATE:</b>
<b>NAME:</b>	<b>JOB NAME:</b>	
<b>BILL TO:</b>	<b>STREET:</b>	
<b>STREET:</b>	<b>CITY:</b>	<b>STATE:</b>
<b>CITY:</b>	<b>STATE:</b>	<b>P.O. NO.</b>

We hereby submit specifications and estimates for a quantity of \_\_\_\_\_ unit (s) to be resurfaced, with a minimum of not less than \_\_\_\_\_ unit (s) per application.

STANDARD SIZE BATHTUB:

OVERSIZED BATHTUB:

TILE WALL:

SHOWER STALL:

VANITY / SINK:

COUNTER TOP:

SAFEWAY STEP:

BOTTOM INLAY:

CABINETS:

FLOOR:

STRIPPING CHARGE: \$150.00 YES \_\_\_\_\_ NO \_\_\_\_\_  
CUSTOM COLOR CHARGE: \$75.00 YES \_\_\_\_\_ NO \_\_\_\_\_  
NON-SLIP BOTTOM: \$45.00 YES \_\_\_\_\_ NO \_\_\_\_\_  
DROP N DRAIN: \$45.00 YES \_\_\_\_\_ NO \_\_\_\_\_  
DROP N DRAIN INSTALLED: \$75.00 YES \_\_\_\_\_ NO \_\_\_\_\_

We hereby propose to furnish labor and material complete in accordance with the above specifications, for the sum of:

\_\_\_\_\_ Dollars (\$) with payment to be made as follows:  
\_\_\_\_\_ Dollars (\$) **DEPOSIT**  
\_\_\_\_\_ Dollars (\$) **UPON COMPLETION**

IF WORK IS TO BE DONE IN NON CONSECUTIVE DAYS, PAYMENT WILL BE MADE UPON COMPLETION OF EACH JOB.

**MAKE CHECKS PAYABLE TO: GLOBAL REFINISHING CORPORATION**

All returned checks will have a \$50.00 minimum charge or 5% of the amount, whichever is greater and or any legal fees to collect payment.

GROUTING IS A TRADE OUTSIDE OF REFINISHING. WE ARE NOT GROUTERS, WE GROUT AS A COURTESY ONLY AND AS SUCH WE WILL NOT BE HELD RESPONSIBLE FOR ANY MISSING GROUT AFTER THE REFINISHING PROCESS. IF YOU HAVE ANY GROUTING CONCERNS, PLEASE CONSULT A GROUTING PROFESSIONAL PRIOR TO REFINISHING.

**CUSTOMER IS RESPONSIBLE FOR PULLING PAPER, CAULKING AND REINSTALLING FIXTURES.**

If customer requests that we provide this service, a return trip service charge of \$125.00 will apply. This will be paid separate from the refinishing job on the return day.

### **ACCEPTANCE OF PROPOSAL**

I have read and understood the above prices, specifications and conditions explained on the back of this contract and they are hereby accepted. You are authorized to do this work as specified. Payment will be made as outlined above.

**Color and job accepted and Authorized By:**

Signature: X \_\_\_\_\_ Date: \_\_\_\_\_

