

## Residential 5 Year Limited Warranty & Care Sheet

We would like to thank you for choosing our service. As a customer of ours, your satisfaction is our number one priority. Below is a list of procedures for maintaining the look of your new surface. Following these instructions, in combination with normal use and common sense, will assure the long lasting quality that we strive for.



It is important to remember that our product is a coating. Although dry in 24 hours, the many layers of our coating will take up to three weeks to fully cure, and care should be taken during this time not to scratch or chip the finish. As with any finish, regular cleaning is necessary as a kind of "surface conditioning" that helps to strengthen the bond between the coats.

Cleaners should be non-abrasive and applied with a damp sponge or cloth. Mild, cleaners such as Simple Green, Mr. Clean, 409 or Dow Scrubbing bubbles are all that is necessary to keep the surface clean. Bleaches are not recommended. Solvents will melt the finish. Cleaners that are abrasive will dull and eventually wear down the finish.

Despite our efforts to create a dust free environment during the application, no home is dust free. On occasion it is normal to find slight rough spots on the final coat. This surface dust will likely smooth out with routine use and cleaning of the surface. Our customers are asked ahead of time to clean out the bathroom prior to our arrival to help eliminate contaminants such as dust and hair. Do not pick at surface dust. We are not responsible for buffing out hair or dust that finds its way into the finish prior to drying. Never use suction cup bathmats. Use of these will completely void our warranty. They not only put stress on the finish, they have a chemical reaction with our topcoat that will eventually ruin the finish. We can install a no skid bottom in your bathtub for a fee. Standing Water should be avoided. This is usually found around drains or in corners. Simply wiping the area down after each use will go a long way to keep the area strong and glossy.

### Warranty Terms

A&J Resurfacing, Inc. guarantees all refinished surfaces for five years from the time of completion against spontaneous lifting or peeling due to product or application defects, as long as proper care was used by the home owner. We do not include damage caused by neglect or abuse. Types of abuse are as such but not limited to: Discoloring due to not cleaning or cleaning with unapproved products; man-made damage such as impact chips; damage from missing or ineffective sealers or caulks; damage from unapproved bathmats; damage caused by standing water; damage due to use of caustic drain cleaners, hair dyes, eye cleaning solution, or any staining. Damage caused by neglect or abuse will only be repaired at customer's expense.

Please take the first 30 days following completion of our work to inspect your fixture. Report any application flaws to us promptly. After 30 days a \$25.00 dispatch fee will be charged to the client for a service visit. This fee will be applied to any non-warranty service performed, which may incur an additional charge.

The method of repair is the sole discretion of A&J Resurfacing, Inc. If it is necessary to strip the surface to complete the repair, the normal fee for this will be charged to the customer.

This is a non-transferable warranty, and will only be honored when a signed invoice is presented to the technician. It is in the spirit of this agreement that this is a mutually beneficial arrangement for both the client and A&J Resurfacing, Inc.

Both parties warrant that they have read and understand the terms set forth in this agreement.

Report any damage to us as soon as it occurs. A prompt service call can help prevent further damage. Keep this sheet. Present this sheet to our technician prior to any repairs.

Please feel free to call us with any questions or to set up repair work. Office hours are 9am to 6pm, Monday through Friday (804) 254-1999. *(revised & effective on jobs 11/1/13. Jobs before 11/1/13 had a 2 year warranty)*