



804-254-1999

www.aandjresurfacing.com

Office Hours: 9am – 6pm

Residential 2 Year Warranty & Care Sheet

As a customer of A&J Resurfacing your satisfaction is our number one priority. Below is a list of procedures to follow 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 we strive for.

- * It is important to remember our product is a coating
- * Although it dries in 24 hours, it may take up to **3 Weeks** to fully cure (take care not to chip or scratch the surface during this time).
- * Regular cleaning is necessary to strengthen the bond between coats
- * Cleaners should be non-abrasive (ex. Simple Green, Mr. Clean, 409, Dow Scrubbing Bubbles)
- * **Do Not Use Bleach** (Solvents will melt the finish).
- * Apply cleaner with a damp sponge or cloth.

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 in 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. This helps to eliminate contaminants such as dust and hair.

- * **Do not pick at surface dust.** We will not be responsible for buffing out hair or dust that finds its way into the finish prior to drying.
- * **Never use suction cup bathmats.** They put stress on the finish, they have a chemical reaction with our topcoat that will eventually ruin the finish. **Use of these will completely void our warranty.** We can install a non-slip bottom in your bathtub for a fee.
- * You may purchase a non-suction bathmat through European Coating, 800-643-4098 Item #: B100-002 (**Do not leave mat down when not in use**).
- * Standing water should be avoided. This is usually found around drains or in corners. Simply wipe the area down after each use to keep the area strong and glossy.

Warranty Terms

A&J Resurfacing, Inc. guarantees all refinished surfaces for two (2) years from the time of completion against spontaneous lifting or peeling due to product or application defects as long as the above guidelines are adhered to by the home owner. We DO NOT include damage caused by neglect or abuse. Types of abuse include, but are 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.

If painting along the edge of a resurfaced area, use only low adhesive tapes, such as frog tape for delicate surfaces or Scotch Blue for hardwood floors.

Damage to the finish caused by plumbing or other remodeling projects will not be covered under our warranty. Please use caution and protect the resurfaced areas. We should be scheduled at the end of the remodel after plumbers, painters, tiling and flooring contractors.

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 damages to us as soon as it occurs. A prompt service call can help prevent further damage.

(Revised & effective on jobs 4/10/2019).