

INSTRUCTIONS, TERMS AND AGREEMENTS

LIMITED GUARANTEE: Bathtubs, Wall Tiles and Fibreglass fixtures are guaranteed for a period of seven (7) years against peeling or other failure of adhesion of the coating. Sinks, Bench Tops, Cabinets, Floors, Chip Repairs, and all other surfaces are guaranteed for a period of three (3) years against peeling or other failure of adhesion. Guarantee is non-transferable.

The following conditions will void your guarantee:

1. The surface must not be allowed to remain continuously wet from items such as towels, bathmats, soap etc, left on the surface without drying out between use.
2. The fixture must not be used for water storage or contain standing water for extended periods of time.
3. Damage caused by continuous wetness from leaking or dripping plumbing.
4. Damage, chips or nicks caused by sharp or falling objects.
5. Staining or discoloration from chemicals, bleaches, rust or hair dyes.
6. The use of abrasive cleaners or scouring pads.
7. Any metal oxidation or rust. Note: While all possible care is taken to treat & prevent the occurrence of this problem it is not covered by this warranty.
8. Any movement in the substructure resulting in cracks or splits to the refinished surface or grout lines.

This guarantee is in addition to all other rights and remedies to which you are entitled under the Trade Practices Act and other State and Territory Laws

CLEANING INSTRUCTIONS: As with all Porcelain, Ceramic, Laminated and Acrylic surfaces, you should use only liquid cleaners that do not contain abrasives, bleach or chlorine. Do not use scouring pads or similar.

COLOUR: Our standard colour is white. Any colour other than pure white requires mixing of pigments, and **MUST BE APPROVED BY THE CUSTOMER** before the finish can be applied.

PLUMBING & ACCESSORIES: Our technicians are not plumbers. They are not trained, equipped, licensed or authorized to do plumbing. If they remove or replace any pipes, taps, or fixtures, it is done solely as a courtesy and whilst all care is taken, we do not accept responsibility for any damage.

PAINT AND WALLPAPER: If you are re-painting or re-wallpapering the work area, please wait to do so until after we have done the refinishing work. In order to protect paint or wallpaper, we must mask it. Masking tape can pull up small pieces of the surface it is stuck to when it is removed. Whilst all care is taken, we will not be responsible for damage to existing paint or wallpaper.

MATERIALS: Our technicians use materials and chemicals specifically designed for refinishing. They are trained in the proper use and handling of those materials which generally should not create any kind of health hazard for the customer. However, as a precautionary measure, we suggest that anyone with special sensitivities to solvent or paint type smells remain out of the immediate area during the refinishing process. Material Safety Data Sheets (MSDS) for the materials to be used are available for your review upon request.

PREPARATION: Please remove all loose items from the immediate work area / room **BEFORE** our technician arrives to do the refinishing. This includes curtains, pictures, rugs and shower and kitchen accessories. If you plan to replace your plumbing fixtures with new ones after we refinish, the old fixtures should be removed before we arrive. New fixtures can usually be installed the day after refinishing is complete. If kitchen cabinets/doors are being refinished the cabinets should be emptied.

CURING TIME: The new coating is touch dry soon after completion, however, twenty-four (24) hours full curing time is required before the refinished article may be used.

SCHEDULING: Our office hours are 8.00 am to 4.30 pm Monday to Friday. Please give us at least two (2) working days advance notice if a scheduling conflict arises.

TERMS OF PAYMENT: Full Payment on completion. On the final day of the job our technician will present you with an invoice for the work. Please plan to either be there on the final day to inspect the work and take care of payment, or arrange in advance for your payment to be there when the job is complete.

PAYMENT METHOD: We accept Cash, Cheque or Net Bank.

WE ASSURE YOU OF OUR BEST SERVICE AND ATTENTION AT ALL TIMES