

SURFACE REFINISHING COMPLETION & WARRANTY AGREEMENT

Proper Reglazing· Painting and Decorating License #1127360

The warranty period begins on the date of completion. The property type determines the applicable warranty duration under Section 2.

1. Acknowledgment of Completed Work

By signing this document, the customer confirms that:

- 1.1 The refinishing work has been completed to their satisfaction.
- 1.2 The surface is smooth, free from significant defects, and the color/finish matches the agreed-upon selection.
- 1.3 They have inspected the work and approve the final result.
- 1.4 During the drying period some dust particles could land on the refinished surface, which will feel like small bumps. Dust particles are washed away after 3-4 uses.
- 1.5 They understand and agree to warranty terms.

2. Warranty Coverage

Proper Reglazing offers a 5-year warranty for residential properties, a 3-year warranty for rental properties, and a 1-year warranty for commercial properties, covering surface imperfections caused by material failure or workmanship. The warranty applies only under normal use for the applicable property type and when proper care guidelines are followed.

This warranty applies to refinished bathtubs, shower pans, wall surrounds, bathroom sinks, and bathroom vanity countertops. Kitchen sinks and kitchen countertops are expressly excluded from all warranty coverage regardless of property type. Any refinishing work performed on kitchen sinks or kitchen countertops is provided without warranty of any kind.

For rental and investment properties, all warranty terms, exclusions, and care requirements set forth in this agreement apply in full. The property owner or landlord is solely responsible for ensuring that any tenant, occupant, property manager, or cleaning service with access to the refinished surface is provided with and follows the care and maintenance instructions. Damage resulting from a tenant's or occupant's failure to follow these instructions is not covered under this warranty, and the property owner remains the sole party entitled to file a claim.

3. What is Covered

The warranty covers:

- 3.1 Peeling, bubbling, or cracking due to adhesion failure.
- 3.2 Discoloration caused by material defects.
- 3.3 Surface defects that were not present at job completion.

4. What is Not Covered

This warranty does not cover damage caused by:

4.1 Improper cleaners or chemicals, including but not limited to:

- Bleach-based products (Clorox, Comet, Soft Scrub w/ bleach)

- Ammonia-based cleaners (Windex, Ajax sprays)
- Acidic cleaners (Lime-A-Way, CLR, vinegar solutions)
- Abrasive powders or pads (Bar Keepers Friend, Ajax powder, Comet powder, steel wool)

Recommended products: Scrubbing Bubbles, Dawn, Method, Simple Green (non-abrasive cleaners only)

4.2 Physical and heat damage

- Chips, scratches, cracks, or impact damage from dropped objects
- Standing water left inside the fixture for extended periods
- Contact with hot objects. The refinishing material is not designed to withstand hot items being placed on the surface, including but not limited to curling irons, hot styling tools, candles, cookware, or heated appliances.

4.3 Adhesives / suction / tape

- Bathmats, suction cups, adhesives, masking tape, painter's tape, or similar materials

4.4 Post-work contamination

- Hair dye, self-tanner, cosmetics, pigments
- Essential oils or oil-based products (including linseed and plant oils)

4.5 Improper use or care

- Failure to follow the provided care & maintenance instructions
- Use of abrasive tools, scrubbers, or mechanical cleaning devices

4.6 Third-party or environmental causes

- Damage caused by other contractors, cleaning services, plumbers, or trades working after us
- Plumbing leaks, impact, flooding, heavy water exposure
- Any imperfection first reported after other work was performed near or on the fixture

Important: If a defect or mark appears after another contractor has worked near the refinished surface, it is presumed to have been caused by that work and is not covered by warranty.

4.7 Excluded fixtures

- Kitchen sinks and kitchen countertops, which carry no warranty coverage under any circumstances. Bathroom sinks and bathroom vanity countertops remain covered under the terms of this agreement.

5. Warranty Claim Process

All warranty claims are processed exclusively through service@properreglazing.com. Claims submitted by phone, text, social media, or to any other email address will not be processed.

To file a warranty claim:

1. Email service@properreglazing.com. You will receive an automated reply containing a link to our warranty claim questionnaire.
2. Complete the questionnaire in full. It requires a description of the issue, the covered warranty condition you believe applies (for example: peeling, bubbling, or cracking from adhesion failure), the approximate date the issue first appeared, and clear photographs of the affected area.
3. Photographs are mandatory. A claim is not considered filed, and no review will begin, until both the completed questionnaire and usable photographs have been received. If submitted photos are unclear or do not show the reported defect, we will request replacements and the claim will remain unfiled until they are provided.

4. Once a complete submission is received, our team will review the information and confirm warranty eligibility.
5. If the issue qualifies under warranty, service will be scheduled at no cost.

Note: If the issue is not covered under this warranty, a standard service call fee may apply.

6. Client Agreement & Signature

By signing below, the customer confirms that the refinishing work is satisfactory, acknowledges receipt of the care instructions, and understands the warranty terms as set out in this agreement.

Customer signature: _____

Printed name: _____

Date: _____