



REFINISHING LLC

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WARRANTY

(Terms and Conditions)

DO NOT TOUCH OR ALLOW WATER TO FALL ON THE RESTORED SURFACE WITHIN 24 HOURS OF COMPLETING THE JOB. If a tenant occupies the house or apartment where we work, please inform them of the content of this warranty.

The following instructions will maintain the appearance and durability of your newly refinished surface. Failure to follow these guidelines will void the warranty.

CARE FOR YOUR RESTORED SURFACE

1. Use Gentle Cleaners: **NEVER** use abrasive cleaners (SOS pads, Scrub Sponge or Heavy-Duty sponge, scouring pads, scouring sponges, steel wool, sandpaper, or any other gritty object or cleaner), as these can damage the refinished surface. Instead, use gentle, non-abrasive cleaners and soft cloths or sponges to clean the bathtub.

NO

Use of abrasive materials



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YES



2. Avoid Harsh Chemicals: Certain chemicals containing bleach, ammonia, or abrasive solvents, such as Clorox, Ajax, Comet, and Kaboom, can degrade the finish of a refinished bathtub. Clean properly with warm water, a soft sponge, and use liquid detergents or bathroom mild cleaners that are safe for refinished surfaces. (Scrubbing Bubbles, Boomtastic Multipurpose, Lysol Tub and Tile Cleaner, Mr. Clean, and all-purpose liquid dish soap such as Ivory and Dawn) at least once a week. If you need using a drain opener, carefully try not to spill liquid on the finished surface. **NEVER** allow nail polish remover and hair dye to meet the finish as it causes damage to the finish.

NO

Using it will make your surface look like this:



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Bathtub bottom to which corrosive products were applied



Dull tile and cracked paint

YES



3. Regular Cleaning: To maintain the appearance of your refinished bathtub, clean it regularly to remove soap scum, dirt, and grime. Regular cleaning will help prevent buildup and keep the surface looking new for longer. It happens due to a lack of deep cleaning.



4. Use Bathmats: **NEVER** use bathmats with suction cups or any suction cup on the finish; this may damage the repainted surface. If you use a non-slip bathmat, remove it after bathing, otherwise this will trap water, which creates moist, and it will destroy the finish.

NO



This happens due to the use of a suction bathmat.

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YES



(remove it after each use)

5. Avoid Impact: While refinished bathtubs are durable, they can still be damaged by heavy impacts or sharp objects. Avoid dropping heavy items onto the surface and use caution when handling sharp objects.



6. Pets: **NEVER** wash pets in the refinished tub, this creates scratches, and it will void the warranty.

NO



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7. Soap, shampoo bath oil, and similar products are typically safe to use on a refinished bathtub surface. However, it's essential to avoid letting these products sit on the surface for an extended period, especially along the edges and corners where they can potentially cause damage over time, as well as the use of an adjustable tension shower pole.

NO



8. Applying tape to a refinished surface too soon can result in damage when the tape is removed. Waiting for at least 30 days allows the finish to properly cure and harden, reducing the risk of any unwanted consequences when using tape or adhesive materials on the surface. We suggest you use Frog Tape. Never use industrial adhesive tape.

NO

This happens due to the use industrial tape



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YES



It will be the responsibility of JM Refinishing LLC:

JM Refinishing LLC guarantees refinish services in (**Bathtubs, Soaker tubs, Clawfoot inside & outside, Bathtub and walls, Shower stalls, Full Bathroom, Tiles walls, Shower base/pan, Jacuzzi, mini pools, one piece unit**) for **(1) Year** from date of realized work. This warranty covers defects in quality, workmanship, and material like:

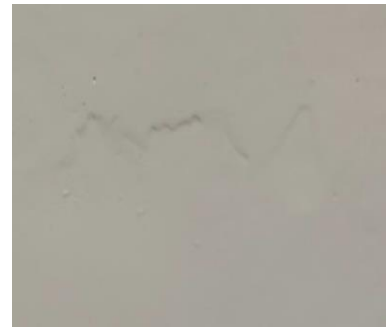
1. Premature coating peeling, abnormal discoloration, or problems related to the adhesion of the new finish.
2. **Fish eyes:** are small craters with a semi-round appearance that appear at the finish during and/or after the application process.



3. Drips



4. Maps



5. **Missing paint:** It usually occurs due to tape placed around accessories.



6. **Overspray:** Paint can accidentally reach other areas.



7. **Bubble and crackling:** If a bubble becomes trapped in the paint it can cause aesthetic and durability problems in the final finish, such as creating a bump or mark on the painted surface, which can make the finish look uneven or uneven; It can also interfere with proper paint adhesion, which could cause the paint to peel off later.



(The problems that we mentioned in numerals 1-7 above will be visible within the first 15 days and should be reported to JM Refinishing immediately to avoid further damage.). Example:

Starts like a chip and ends with a destroyed bottom
Minor damage Major damage



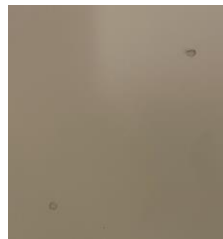
8. Repairs: If, for the work we do, you hire us to make any repairs, such as chips, small cracks, or filling holes, we will offer you a 30-day warranty on these services. Examples:

*Bathtub with chip repair (30 days for chip repair - 1 year warranty for the entire tub)

If the chip appears again within 30 days of the work carried out, you must inform us immediately. We will carry out the repair at no cost, and its conditions will be maintained. If you contact us after 30 days, depending on the severity, we can repair it free of charge, but we will cancel your warranty for exceeding the time you contact us.

* Shower stall with fill holes (30 days for fill holes – 1 year warranty for the entire shower stall)

Reappearance of holes



Reappearance of crack around overflow



8.1 Crack repair with foundation: We will offer a 90-day warranty on these cracks, generally at the bottom of the surface and requiring special repair. Examples:

Tub whit crack repair on bottom



Shower stall whit crack



In case there are defects in the realization or finish of the product, the company will cover it as many times as necessary, within the term of the warranty and without charge, as long as the customer has informed the company, the first imperfection within 15 days following the completed work. These repairs consist of a touch-up of the area, at no time is JM Refinishing LLC obliged to completely redo the refinish except in strictly necessary cases.

It will not be the responsibility of JM Refinishing LLC:

Free repair: Our warranty offers **one (1) repair service** that includes minimal rust (after 30 days), small chips, scratches caused by the client or third parties for free, and at that moment your warranty ends.

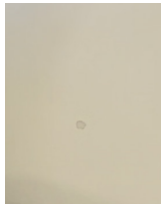
If the customer or third parties (like as contractors) cause greater damage, we can make a repair that starts at \$250, keeping the warranty with all the terms and conditions. These repairs consist of a touch-up of the area, at no time is JM Refinishing LLC obliged to completely redo the refinish.

1. We are not responsible for scratches, chips, or spots that appear after repainting. If any of this has happened to you by accident, you can contact us as soon as possible, and we will give you two options: use the service call that we include in this warranty, with subsequent cancellation (it only applies to small damages), or pay the corresponding value for repair, maintaining the conditions of the warranty. Examples:

Free repair



Scratch (apply free repair)



Chip (apply free repair)



Spot (apply free repair)

Repair since \$250



Scratch after installing ceramic walls



Chips on the tub bottom



Spot from shower curtain

Redo as new work to which strip must be included



2. During the first hours of drying, dust may accumulate on the newly repainted surface since we do not work in an environment 100% free of flying particles. Sometimes dust, lint, or even small insects (flies, moths, etc.) can get trapped on the newly repainted surface. We emphasize the importance of patience during the initial curing period to allow any particles or imperfections to dissipate naturally. Most of the time, they will disappear as the tub is washed. **DO NOT REMOVE OR ATTEMPT TO REMOVE PARTICLES, AS THIS MAY DAMAGE THE SURFACE.**

3. The return of rust after 30 days: Once it is treated, rust should not come back unless the metal of the drain is compromised or there is a leak that prevents keeping the area dry. Repair all leaky faucets right away, constant dripping will cause rust and deterioration.

4. Leak: The customer is responsible for drips before and after refinishing. If not repaired, the rust can return and peel off the finish.



5. We do not respond to mold, soap, or other substances that accumulate on the bottom of the surface, walls, or the spaces between tiles, soap dishes, brush holders, or towel bars. It is part of the cleaning you should do to your surface. To prevent mold, maintain an adequate level of humidity in the environment and ventilate areas if possible. If mold is appearing, use a mold remover without bleach.

6. Any regular paint peeling off surrounding walls. To do our work we must use masking tape to protect your furniture and belongings. Paint peeling off the walls is not caused by the tape coming off. It is because painters did not prepare the walls correctly before painting (sanding and using primer) or the paint has not cured yet.



7. Water ponding: Unless this service has been contracted, JM Refinishing LLC will not be responsible for water stagnation since it corresponds to defects in the installation of the bathroom accessory or unevenness of the floor.

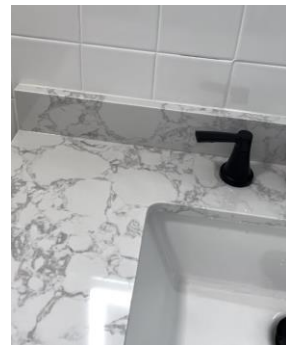
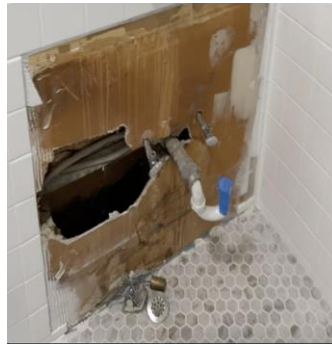


8. Grout: Unless the customer has requested service, JM Refinishing is not responsible for missing grout.



9. Antislip: If you hire an anti-slip application, we have a standard measure so that it is efficient in preventing slipping but not too much so that it is not annoying when stepping on it.

10. Change accessories: If you change any accessory that was installed in the area that we refinished (overflow, faucets, vanity, toilet, mirrors, bars, grills, and others) and after this, the old paint or original material remains visible, we can touch up this area. Depending on the quantity, we can choose to retouch it for free, using your service, or charge for it.



They removed the division; the repaint peeled off. Vanity installed after; the tiles had to be sprayed. The customer paid for it.

Please list all the topics you want us to address that are our responsibility. If you do not inform the company about a damage, you caused and ask the technician to repair it on the day of the appointment, it will be considered use of the service, and your warranty will be canceled.

To schedule repair appointments, you must send clear pictures or videos of the problems you see to jmrefinishingrepair@gmail.com. Otherwise, no scheduling will be done.

**The warranty is non-transferable.*

**The oral declaration of the employees does not modify the warranty.*


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