

## Refinish Masters Warranty Information

Thank you for choosing Refinish Masters for your refinishing needs. We stand behind our work with a warranty that reflects our commitment to quality and customer satisfaction. Below you'll find the details of our warranty coverage for both residential and commercial/investment properties.

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### 5-Year Limited Warranty for Home-Occupied Properties

We are proud to offer a 5-year limited warranty on refinished surfaces in owner-occupied residential properties. This warranty ensures that your refinished surfaces will remain free from defects related to materials and workmanship, including peeling, yellowing, or chipping due to application errors by our technicians.

#### Coverage Includes:

- **Defects in Workmanship:** If any issues arise from the application process, such as drips, runs, or peeling, we will repair the affected area at no additional cost within the first five years.
- **Customer Responsibility:** Please report any minor issues promptly so they can be addressed. Workmanship-related defects typically become apparent within 10 days of the refinishing process.

#### Exclusions:

- **Neglect or Improper Care:** This warranty does not cover damage resulting from neglect, accidental damage, improper use, or failure to follow our Care and Maintenance Guide. This includes:
  - **Chipping, Scratches, and Stains:** Damage caused by misuse, such as placing heavy or sharp objects on the refinished surface, using harsh cleaners, or dropping heavy items.
  - **Discoloration:** Issues caused by bleaches, dyes, acids, or improper cleaning products.
  - **Suction Cup Mats and Adhesives:** Damage from using suction cup bath mats, adhesive decals, or similar items that can pull on the finish.
  - **Normal Wear and Tear:** Gradual deterioration of the glossy finish, minor staining over time, or dust particles that may settle during the curing process.
  - **Other Fixtures:** Items such as soap dishes, towel bars, toothbrush holders, faucets, handles, spa tub jet covers, and kitchen or utility sinks are not covered.



- **Caulk and Grout Lines:** These are excluded due to potential foundational shifts or the need for periodic replacement, especially in damp conditions.
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## 2-Year Limited Warranty for Commercial and Investment Properties

For commercial properties, rental units, and investment properties, we offer a 2-year limited warranty covering the same aspects as our residential warranty.

### Coverage Includes:

- **Defects in Workmanship:** This warranty covers peeling, yellowing, or chipping due to application errors for two years.
- **Customer Responsibility:** Report any minor issues promptly to ensure timely repairs.

### Exclusions:

- **Same as Residential Warranty:** All exclusions listed under the 5-year warranty apply, including damage from neglect, improper care, and normal wear and tear.
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## Additional Important Information

- **Pre-existing Surface Imperfections:** Refinishing may highlight existing imperfections such as chips, dents, or scratches. These are not considered defects and are not covered by the warranty.
  - **Color and Texture Variations:** Custom-tinted finishes and liquid stone textures may have slight variations in color or pattern due to differences in manufacturing or spraying conditions. These variations are not defects and are not eligible for refunds.
  - **Masking and Surface Protection:** We take great care in masking and protecting surrounding areas. However, we are not responsible for minor touch-ups or repairs to paint or wallpaper that may be affected by the masking tape.
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## Care and Maintenance

To maintain the appearance and longevity of your refinished surfaces, it's crucial to follow our Care and Maintenance Guide. Proper care is essential to keeping your surfaces looking new and ensuring that your warranty remains valid.

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## **Contact Us**

If you have any questions or need to report an issue with your refinished surface, please contact us:

**Phone:** (706) 750-8224

**Email:** [hello@refinishmasters.com](mailto:hello@refinishmasters.com)

Thank you for trusting Refinish Masters. We are dedicated to providing you with exceptional service and ensuring your satisfaction with our work for years to come.