



Licensed and Insured - xtremeimages@verizon.net - Cell (804) 339-5682 Fax (804) 744-4647

Service Agreement *Disclosure Terms * Conditions * Preparations

Preparation: Clean area and ceilings before our arrival this will reduce the chance of anything landing in the coatings. Remove all loose items prior to our arrival. This includes curtains, pictures, shower doors (unless customer has made arrangements with Xtreme Images to remove item, caulking, and glue for \$75.00, which does not include Re-Install), mirrors, appliances, tables, accessories or any rugs. If we remove or move any item it is a courtesy only and any damages are the customer responsibility. If we assist you, the customer, and something is damaged in the move we are not responsible.

Protection from Overspray and Dry Dust: To protect the immediate area we must mask it. Masking Tape can pull up wallpaper or paint like finish. Please alert us to any areas of concern so we can be extra careful, however any damage caused by masking or removing masking is the customer's responsibility. You must cover all surfaces areas near and outside of the masked area prior to our arrival to prevent light over spray or surface dust from landing on it. Any cost to remove overspray or dry dust outside the immediate work area of the refinished item is the customer's responsibility. Xtreme Images will protect entire bathroom area by masking the door down, any items outside of the bathroom door area is the customer responsibility, and Xtreme Images is not responsible for any damage occurred outside this area. Xtreme Images will also mask the entire kitchen area, which includes cabinets, refrigerator, stove, microwave, or heavy appliances inside the kitchen while working in that area, it is the customer responsibility to mask any other items that they have concerns for in or near by the item(s) being refinished with the kitchen area. Xtreme Images is not responsible for any items damaged by surface dust, or overspray, as Xtreme Images took all necessary precaution, to protect our work environment.

Colors and Surface Textures: Our standard color is Standard White. Other colors require the mixing of pigments so we cannot guarantee an absolute perfect match on any color as we all see colors differently. Colors and Textures will vary from manufacturer so samples for Colors and surface textures shown at time of bid should only be considered a guide. We strive to stay as close as we can to all samples shown but due to the application process variations in color or textures may occur. If you are not present to approve colors, textures, or speckling, we are authorized to proceed without delay. Cost to change or reapply colors or change textures due to lack of presence by customer will be a customer expense. Counter top resurfacing is a sprayed-on liquid product that cures to a solid conforming to your existing surface. Because each countertop is individually hand crafted, variations in color and texture are an inherent part of the resurfacing process. Imperfections in the original counter may show through and cannot be avoided. Any cost to fix is a customer expense.

Stripping: Surfaces that have been painted or glazed before must pass tests for both proper adhesion with the original substrate and compatibility with the new coating. Any old coating that fails these tests must be removed with the use of a chemical paint stripper. This is referred to as Chemical Stripping. Removal of this old coating will allow the new material to bond directly to the original substrate. If testing concludes that a proper bond exists between the substrate and the old reglazing, that surface will be prepared for the new coating. Wet and dry sanding is used to remove the outer most layer of the old coating to produce a flatter, smoother surface to spray the new finishing material upon. This is referred to as Mechanical Stripping. Both processes will require an additional charge of \$125.00 for bathtubs. The additional cost for other stripping needs will depend on the size and type of project.

Plumbing: We are not licensed plumbers. However, you authorize us to remove or loosen handles spouts, drain pieces, or overflow covers, or other plumbing hardware including shower doors if we determine it is necessary. In those cases YOU

THE CUSTOMER will be responsible for returning those pieces to their original position. Age or general decay of pipes or fixtures may make this impossible SO PLEASE CONSULT A LICENSED PLUMBER for any areas of concern. Repair any leaks prior to our arrival. If water leaks delay our work schedule your deposit can be forfeited. Any plumbing fixture

installed or reinstalled by us is a paid courtesy and is not warranted. We are not responsible for any plumbing related damages under any circumstances.

Paint and Wallpaper: To protect the immediate area we must mask it. Masking Tape can pull up wallpaper or paint. Please alert us to any areas of concern so we can be extra careful. However any damage caused by masking or removing masking is the customer's responsibility. If you plan on painting the area you request to have refinished it is recommend that you do so after the work has been completed for this purpose.

Flooring: It is recommend reglazing wall tile and tub before new flooring is installed. Existing flooring and new flooring Xtreme Images will protect best as possible when reglazing tub or wall tile. Xtreme Images is not responsible for any damages to flooring due to reglazing process as Xtreme Images takes all necessary precaution to protect our work environment.

Materials: Refinishing fumes can be consider toxic to some so we require that anyone concerned with any sensitivity, such as Asthma, or possible reactions to harsh solvent paint like odors remain out of the immediate area during and 24 hours after the Refinishing process. This includes any animals, fish, reptiles, birds or pets. However Xtreme Images takes special precaution to use an Industrial Ventilation Fan that sucks the air outside through a Aluminum Tube. Xtreme Images also uses a Fume Deodorizers inside of the glaze to help light the smell of solvents.

Scheduling & Access: If you have Schedule changes they must be received 3 Business days prior to original appointment. Failure to do so will leave a workman idle and your deposit will be forfeited. If we are detained by weather, shipping errors, illness, equipment failure, or job overruns, or circumstances beyond our control we will notify you as soon as possible for rescheduling. No refunds for these conditions. We are not responsible for any losses caused by these delays. Prior to our arrival arrange access to the property. Water and electricity are necessary. Delays caused by the lack of access, no utilities or any plumbing problems present leave a workman idle and your deposit will be forfeited.

Terms: This is a service request contract. Payment is due and payable when the job is completed. Xtreme Images retains the Sole Final Legal ability to determine when a job is completed within the scope of the refinishing process. Upon job completion Non-Payment will constitute a Criminal charge of THEFT OF SERVICES. Payments made be paid in the form of Cash or Check. On the final day of the job, please plan to be present to inspect the work and area for cleanliness and to render final payment. No post dated or out of town checks accepted. Incidental repairs required to complete the refinishing processes are authorized. Final payment acknowledges customer's acceptance, inspection for Quality of Workmanship and the surrounding area for cleanliness outside of masked work area.

If Xtreme Images removes tape and paper and re caulks areas at completion of job it is a Courtesy only.

Customer Signature: _____ Date



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Limited Warranty * Care Maintenance

****Please Read Carefully****

LIMITED WARRANTY SUBJECT TO LONG TERM CARE & MAINTENANCE REQUIREMENTS LISTED BELOW

Surface Conditioning: Please do not use surface for a full 24 to 48 hours, after time of completion

All newly refinished surfaces will have surface dust, which will have settled into the new surface. There is no way to prevent this, as we are not working in a 100 percent dust free environment. DO NOT BE ALARMED, normal use and regular cleaning will remove all minor surface dust marks and particles within a few weeks. DO NOT TRY REMOVING ANY PARTICLES BY PICKING AT THEM...

1. Always wipe the surface to remove any excess water, especially if the area is subject to pooling. Do not use any abrasive cleaners on or near the refinished surfaces. Your new finish is easily cleaned with a mild liquid cleaner. The only approved cleaners to use are FANTASTIK, LYSOL TUB and TILE, MR. CLEAN, SIMPLE GREEN, and SCRUBBING BUBBLES. Even if the surface does not appear dirty clean it once a week with any of the above mentioned cleaners. DO NOT USE SOFTSCRUB, COMET or AJAX.
2. Do not use any abrasive scrubbing pads, such as Scotch bright, or any similar pad as this will scratch the new surface. A cleaning pad designed for cleaning Teflon surfaces works well.
3. The owner and user must maintain faucets and plumbing. Leaky faucets will erode the new finish, causing it to crack and wear out prematurely thus voiding this Warranty. Do not use refinished items for liquid storage or subject the surface to any dye.
4. Do not drop, drag any objects on the finish, which may cause it to chip, scrape or peel or mar the finish. Do not use any counter top as a cutting board or cut on it.
5. Do not leave any bottles; spray cans, wet cloths on refinished surfaces for more than 24 hours. (Rust from shaving lotion cans or dye from labeling may stain surface if allowed to sit for long periods of time).

6. Destruction of the surface may occur by using acid compounds such as drain openers or tile grout cleaners. All Harsh Chemicals should be kept away from the finish including hair dyes and nail polish removers and perfumes. Please keep toys from chipping bathtubs; please do not bath animals with Claws in the bathtubs.
7. Use liquid soap or body washes as they rinse easily with water and help prevent bar soap residue. Liquid soap on any refinished tub and tile is mandatory.
8. Owner on all areas requiring protection must maintain caulking. Caulking and/or Grouting /Cracking of Tile is not warranted.
9. Damage may occur to any refinished surface when exposed to extreme heat. Please keep hot objects away from the refinished item.
10. Do not use any bath mats with suction cups. If we install slip resistant surface YOU MUST STILL USE CAUTION when using the bathtub. The slip resistant surface will only aid to prevent slips and falls and we are not responsible for any accidents, which may occur.

Xtreme Images reminds you to protect your Warranty and Do Not Use Abrasives.

The Warranty...

The Warranty on the refinished item is (1) Year on Residential Bathtubs, Showers, Vertical Wall Tile and Kitchen Cabinets. (6) Months for Commercial and Rentals. (1) Year for Countertops, Sink Vanities, Cultured Marble, Spas. (1) Year on Appliances. (1) Year on Kitchen Sinks. (1) Year on Floors and Chip Repairs above the water line.

The Warranty covers defects in Material and Workmanship. We further warrant your refinished fixtures will not, on its own, chip, flake, peel or yellow for the time stated. Scratching, deterioration of the glossy finish or staining over time due to usage, cleaning practices or water conditions will be considered to be normal wear and tear. This warranty will not apply where the original porcelain has been removed, or the fixture has had to have patchwork, or the surface has rust. The Warranty does not cover customer neglect, or for failure to comply with the care and maintenance listed above. Repairs caused by not complying with the above listed items will be the responsibility of the customer. Warranty requests must be made by telephone, within 48 hours of noticing the defect. Scheduling repairs will be at a Mutual Convenient time. A \$125 service fee plus repair cost shall be assessed for services not covered by this warranty. Movement or flexing resulting in cracks or splits on any surface including fiberglass or grout lines are not warranted. Xtreme Images retains the sole ability to render a final decision when determining if the refinished item is covered by this Warranty. Contact us for repairs immediately, delays will void the Warranty, as it will cause the surface to peel or lead to other problems. Final payment acknowledges customer's acceptance, inspection for Quality of Workmanship and the surrounding area for cleanliness outside of masked work area.

If Xtreme Images removes paper and caulks areas at completion of job it is a courtesy only.

**CUSTOMER IS RESPONSIBLE FOR PULLING PAPER, CAULKING AND REINSTALLING
FIXTURES**

If customer requests that we provide this service, a return trip service charge of \$150.00 will apply. This will be paid separate from the refinishing job on the return day.

Customer Signature: _____ Date _____