

PERMA CERAM OF WESTCHESTER

BATHROOM RESURFACING SPECIALIST



PORCELAIN CHIP REPAIR • FIBERGLASS REPAIR • TILE REPAIR

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800-540-1068

CONTRACT AGREEMENT

PLEASE READ THIS AGREEMENT, THERE IS NO NEED TO SIGN UNTIL THE WORK HAS BEEN SCHEDULED AND DEPOSIT HAS BEEN MADE. UPON THAT YOU WILL BE SENT A COPY VIA DOCUSIGN TO ELECTRONICALLY SIGN FOR OUR RECORDS.

Thank you for choosing Perma Ceram of Westchester Inc for your resurfacing needs. Please ensure you read the following information carefully as it explains many of our frequently asked questions and will provide you with appropriate expectations going forward. First and foremost, we would like you to understand that our process **does not** utilize porcelain. While it is successful in giving your tub a look and feel that is *similar* to a new bathtub, it does come with its limitations. Our process utilizes an epoxy based paint, so there will be a noticeable difference in the overall complexion of a resurfaced tub when compared to that of a tub with a porcelain overlay.

Preparation:

To ensure satisfactory work, we ask that you remove all loose Items present in the work area, prior to our arrival. This includes curtains, pictures, decor, appliances, tables and personal belongings. **We will not be held accountable for any damages accrued in the event that we remove these items for you.** In order to provide proper ventilation please ensure any windows present are open with the screen removed if possible. In the event that there are no windows in the bathroom, please make us aware, and provide us access to the closest available window. Prior to the work commencing, it is imperative that any and all leaks in the area are a non-issue.

Protection from Overspray and Dry Dust:

We will do all in our power to protect the immediate area including surrounding fixtures. Masking, although effective in preventing overspray may pull up existing wallpaper or paint on the surface to which it is applied. We will not be held accountable for damages accrued in this way. Please alert us to any areas of concern so that we may exercise proper precautions. Please note that we are not able to *completely* eliminate dust, especially in cases where sanding is required. It is not uncommon for dust particles to be present in the finished work, in this case please do not agitate the surface in an attempt to remove them. They will work themselves out naturally after the tub has been used several times.

Colors and Surface Textures:

Our standard color is Pure White. We can accommodate special color requests however, we ask you to keep in mind that colors requiring pigment blending may appear up to 10% different. Factors such as lighting, substrate, surface texture, and more may affect the overall appearance of your chosen color. Please note that the deposit is NON-REFUNDABLE in the case of cancelation of work which requires ordering a special color (ANY color other than white). The texture of your newly resurfaced bathtub will be

smooth, but if you consider it to be slippery, we do have the ability to install a “no-slip” texture to the bottom of the tub at an extra cost. Please note that due to the process of resurfacing, any pre-existing texture will be removed. This add-on is generally preferred by individuals with concerns for elderly relatives or particularly young children.

Stripping & Resurfacing:

Bathtubs that have been previously resurfaced MAY require stripping to ensure successful adhesion of the new material. Both wet & dry sanding is used for this purpose, as well as an acid wash if deemed necessary. Please be aware that fumes are unavoidable during the process and can be considered toxic to both people and pets. To help mitigate these odors, we use a 12” industrial ventilation fan in conjunction with flexible ducting systems to vent fumes outside. Those concerned with any sensitivity are advised to remain out of the immediate area during the completion of resurfacing. Most unpleasant odors dissipate within a couple hours.

Plumbing:

We are not licensed plumbers and as such will be unable to remove or loosen shower doors, handles, spouts, drain pieces, overflow covers, or additional hardware. Please consult a licensed plumber for any concerns related to these, or water leaks, rusty pipes, etc.

Scheduling & Access:

It is your responsibility to provide access to the location, as well as access to running water and electricity. ALSO PLEASE NOTE if you live in a co-op or condominium you **MUST** contact your management team to find out if any paperwork is required from you and/or us. Delays caused due to lack of access may result in forfeit of your deposit. While we understand emergencies may come up, we ask that any changes to your appointment time or date be made 72 hours in advance. If we are detained due to issues including weather, equipment failure, acts of God or circumstances otherwise out of our control, we will notify you as soon as possible. We will not be held responsible for any losses caused by such delays.

Servicing & Warranty:

We take great pride in our workmanship and strive to provide results you can be happy with, however in some cases we may need to schedule one or more return appointments. Scenarios in which there are runs, pooling, or even cracks, can occur and must be addressed **after** the tub has cured for at least 24 hours. Rest assured that after the curing period, these issues can be easily addressed. Plan to be present on the day of service to inspect all work. Discounts will not be provided on the basis that a service call is required. Our work is covered under warranty, for a period of time clearly stated on your invoice and will cover any issues which are deemed to be a workmanship related error. Please note that caulking and reoccurring rust is not covered under the warranty.

Terms:

A 50% deposit will be required upon scheduling. Final payment is due and payable when the job is completed. Perma Ceram of Westchester retains the sole final legal ability to determine when a job is completed within the scope of the refinishing process. Deposits are fully refundable so long as we have been contacted at least 24 hours prior to the start of work. Perma Ceram reserves the right to capture and publish photos of any and all work completed. If you do not wish to authorize use of photos, you must inform us via writing prior to the work commencing. If you have any questions or concerns not covered within this contract, please do not hesitate to reach out.

Upon job completion Non-Payment will constitute a Criminal charge of THEFT OF SERVICES.

Owner Signature: _____

Date: _____