

PROTECTING YOUR REFINISHED SURFACE

10-YEAR RESIDENTIAL | 2-YEAR COMMERCIAL & RENTAL

Limited workmanship coverage. Complete terms appear below.

IMPORTANT: This limited workmanship warranty applies to refinishing services performed by Master's Touch Refinish. Coverage requires full payment, proper care, and a reasonable opportunity for us to inspect and correct a qualifying defect.

01 WARRANTY COVERAGE

- Residential term: Ten (10) years from the recorded completion date.
- **Commercial and rental term:** Two (2) years from the recorded completion date.
- **Covered defects:** Peeling, blistering, flaking, or delamination of the applied coating when directly caused by defective workmanship or improper application by Master's Touch Refinish.
- **Covered customer and location:** The original paying customer at the original service address. Coverage is not transferable unless approved by Master's Touch Refinish in writing.
- **Conditions:** The invoice must be paid in full, the surface must be maintained according to Page 2, and reasonable access must be provided for inspection and warranty service.

02 CLAIM PROCEDURE AND AVAILABLE REMEDY

- **Report promptly:** Stop using the affected area if continued use may worsen damage. Contact us promptly after discovery, preferably within ten (10) days, with the customer name, job address, completion date, clear photos, and a description of the issue.
- **Inspection first:** Allow Master's Touch Refinish a reasonable opportunity to inspect before another person strips, paints, caulks, repairs, or otherwise alters the surface. Emergency work needed to prevent property damage is allowed, but document the condition first when reasonably possible.
- **Our remedy:** For a valid covered claim, we will choose to touch up, repair, or recoat the affected area. Slight color, gloss, or texture variation may occur. Unaffected areas and fixture replacement are not automatically included.
- **Non-covered conditions:** When inspection shows the condition is excluded, any optional service charge or repair price will be disclosed before additional work is performed.

03 EXCLUSIONS - WHAT IS NOT COVERED

- Chips, scratches, dents, burns, impact, dropped objects, pet damage, abuse, misuse, vandalism, or normal wear.
- Damage from abrasive pads or powders, harsh chemicals, bleach left standing, drain opener, solvents, dyes, adhesives, bath oils, or unsuitable cleaners.
- Damage caused by suction-cup mats, adhesive strips, non-slip stickers, attached hardware, accessories, or items trapping moisture.
- Leaks, standing water, plumbing defects, dripping faucets, clogged drains, excessive moisture, mold, failed caulk or grout, structural movement, settlement, or substrate failure.
- Rust, corrosion, rot, cracks, flexing, loose tile, hollow areas, previous repairs, contamination, or hidden defects not created by Master's Touch Refinish.
- Work altered, cleaned, repaired, or refinished by another party after completion without prior written approval.
- Minor dust, texture, caulk lines, color variation, or gloss variation within reasonable refinishing tolerances that do not affect adhesion.
- Loss of use, hotel costs, lost rent, lost profits, plumbing charges, removal or installation costs, or damage to unrelated property, except where prohibited by law.
- Nothing in this warranty removes legal rights or remedies that cannot lawfully be waived. Other rights may apply.

04 REQUIRED CARE AND MAINTENANCE

CURING	Do not use, wet, wash, cover, or place objects on the refinished surface for at least 48 hours. In cool or humid conditions, allow 72 hours or follow the technician's written instructions.
CLEANING	Use only a soft cloth or non-scratch sponge with mild liquid dish soap or a pH-neutral, non-abrasive cleaner. Rinse and dry. Never use steel wool, scouring pads, powdered cleansers, solvents, paint remover, or strong acids or alkalis.
TUBS & SHOWERS	Do not use suction-cup mats, adhesive decals, or mats that trap water. Keep bottles and metal cans off wet ledges. Repair dripping faucets, leaks, failed caulk, and clogged drains promptly.
SINKS & COUNTERS	Use cutting boards and trivets. Do not cut directly on the coating or place hot cookware, curling irons, candles, or cigarettes directly on it. Wipe spills, dyes, cosmetics, chemicals, and standing water promptly.
ONGOING CARE	Ventilate bathrooms, keep the surface dry between uses, and inspect caulk, grout, and plumbing regularly. Contact us before using an unfamiliar cleaner or installing accessories on the refinished surface.

05 CUSTOMER RESPONSIBILITIES

- **Inspect and report:** Review the completed work and promptly report visible concerns.
- **Maintain surrounding conditions:** Keep plumbing, ventilation, caulk, grout, walls, floors, and the underlying surface in safe condition.
- **Inform others:** Tell household members, tenants, guests, cleaners, maintenance workers, and property managers about these care requirements.
- **Keep records:** Retain the paid invoice, warranty, care guide, and written change orders.
- **Do not self-repair:** Do not attempt repairs or hire another contractor before we have a reasonable opportunity to inspect and address a claimed defect.

06 ADDITIONAL TERMS

- **Written terms control:** This warranty and the paid invoice contain the warranty promises made by Master's Touch Refinish. Changes must be approved in writing.
- **Scheduling and access:** Covered service will be scheduled within a reasonable time based on safe access, material availability, curing conditions, and utilities.
- **Maximum warranty remedy:** To the fullest extent permitted by law, our obligation is limited to correcting covered refinishing work through touch-up, repair, or recoating.
- **Ohio law and severability:** Ohio law applies. If one provision is unenforceable, the remaining terms continue to the fullest extent permitted by law.
- **Not insurance:** This is a workmanship warranty included with refinishing service. It is not an insurance policy or a separately sold home service contract.

07 ACKNOWLEDGMENT AND ACCEPTANCE

By signing below, the customer acknowledges receipt of this two-page warranty and care guide, understands that coverage depends on proper care and maintenance, and confirms that the completed work was available for inspection. Signing does not waive any right that cannot legally be waived.