

Long Island Tub Refinishing

Limited Warranty and Care Instructions

This document describes the limited warranty coverage, exclusions, and care requirements for refinishing services performed by Long Island Tub Refinishing. Please keep it for your records.

1. Warranty Coverage Summary

Warranty coverage is provided against peeling or other failure of adhesion of the refinishing materials that is attributable to workmanship, subject to the exclusions and conditions in this document.

Service	Residential (Non-Commercial)	Commercial
Bathtubs and Wall Tile (Fully Refinished)	2 years	1 year
Fiberglass Fixtures (Fully Refinished)	2 years	1 year
Sinks (Fully Refinished)	1 year	1 year
Spot Repairs and 3-Step Fiberglass Repairs	1 year	1 year

2. What This Warranty Covers

- Peeling or other failure of adhesion of refinishing materials due to workmanship.

3. What Is Not Covered

- Floor reglazing is not covered under this warranty.
- Plumbing, caulk, and shower doors are not covered under this warranty.
- Damage caused by misuse, abuse, neglect, impact, or the use of harsh/abrasive cleaners is not covered.
- Damage related to leaks, dripping plumbing, or underlying substructure movement is not covered.
- Rusted or corroded surfaces are not covered under this warranty. Rust can migrate through a refinished coating and may cause staining, bubbling, or adhesion issues even after preparation.

4. Warranty Service and Touch-Up Fees

If a covered issue is reported during the applicable warranty period, Long Island Tub Refinishing will, at its discretion, do one of the following:

- Perform a touch-up or repair of the affected area.
- Refinish the fixture.
- Reimburse the cost of the job.

Warranty service is subject to a touch-up fee that is determined by the extent of the damage and the services that need to be rendered. Touch-up fees and any non-warranty services are priced based on our then-current regular pricing.

If the service location is outside our service area, travel charges may apply.

5. Reporting a Warranty Issue

Long Island Tub Refinishing must be notified within seventy-two (72) hours of any issue. Failure to notify within this time period may void the warranty.

6. Conditions That May Void the Warranty

- The surface is kept constantly wet without drying the bathmat and tub between uses.
- The fixture is utilized for water storage or holds water continuously.
- Use of chemicals or harsh cleaning agents leads to discoloration, yellowing, or staining.
- The fixture becomes damaged or impaired because of leaking or dripping plumbing.
- Chips or other damage result from sharp objects or objects falling on the surface.
- Cracks occur in the refinished surface because of substructure damage or movement.
- Lack of cleaning causes the refinished surface to degrade or fail.
- Masking tape or any adhesive is applied to the refinished surface.
- A property status is changed without appropriate notification to Long Island Tub Refinishing.

7. Cleaning and Care Requirements

Use only non-abrasive, liquid cleaners on the refinished surface. Bleach and chlorine are not safe to use. All cleaning agents must be safe to use on re-glazed, acrylic, and refinished surfaces. Use only non-scratch cleaning tools; if a cleaning utensil is safe to use on Teflon, it may be used on the refinished surface.

We recommend using Lysol 4-in-1 all-purpose cleaner to clean your tub. If you experience any type of buildup, you can use regular 409 with the cleaner. You can also use Mr. Clean, Scrubbing Bubbles, Fantastic, and Simple Green.

8. Color Selection

Long Island Tub Refinishing uses Kohler White as the standard color. Any made-to-order color requires dyeing/tinting and must be designated and accepted one (1) week before the appointment date. Additional charges may apply.

9. Plumbing

Long Island Tub Refinishing is not licensed, trained, or authorized to perform plumbing work. In some circumstances, it may be necessary to remove or loosen handles, drain pieces, spouts, or overflow covers to complete refinishing.

If removal/loosening is required, Long Island Tub Refinishing will be responsible for those items unless general decay or the age of pipes or fixtures makes this unmanageable. Please inform us in advance if your plumbing is old or potentially problematic so appropriate precautions can be taken.

10. Cure Time and First Use

Initial cure time is twenty-four (24) hours after refinishing is completed. Do not use the fixture before 24 hours have elapsed, and keep the fixture dry during this period.

Full cure time is seven (7) days. Do not use a bathmat for the first 7 days.

11. Transfer of Warranty

During the first year only, this warranty may be transferred to new owners. Long Island Tub Refinishing must be notified by the new owners within ninety (90) days of acquisition; otherwise, the warranty will no longer be in effect.

12. Payment Terms

Payment is due upon completion of work. We accept check, cash, Visa, or MasterCard. A \$25 fee applies to returned checks.