

General Work Practices and Terms

Days of Work:

We are open and schedule work 7:00 am - 5:00 pm Monday through Friday. Saturday work may be available for special circumstances at Calbath's discretion, availability & with advanced notice. We are closed Sundays and major holidays.

Occupied Units:

Due to increased time and material used to protect residents' belongings, we must charge an additional fee per unit. This includes furnished units and units that have residents belongings, even if they have not fully moved in. We ask that all Residents receive our Area Prep and Occupied Unit forms. We ask that your residents read, sign, and return authorization prior to performing work in their unit. We cannot perform work in units whose inhabitants are unable to comply with those requirements.

Scheduling:

Because of the paint odor emitted during the refinishing process, residents, pets and vendors cannot be in the unit while the technician is working. Occupied units are normally scheduled as first job of the day and require more advanced notice to schedule than a vacant unit. Typical arrival time is 8:00 a.m. to 12:00 noon; normally we will give an a.m. or p.m. time frame for vacant units. Please call the day of your scheduled appointment if you need a more accurate time frame. Due to the coating process and paint odors for surrounding residents we will not schedule any refinishing job after 3:00 p.m.

Trip Fees:

So that we may serve all of our customers better, we ask that customers cancel jobs 24 hours prior to the scheduled date. Please be aware that a trip fee may be charged if we cannot complete the job after the technician's arrival due to residents unable to leave the unit or not prepared, other scheduling conflicts with other vendors, or property deciding not to do the work.

Textured Tub Floors:

Calbath suggests installing a textured tub surface in refinished tubs to decrease the chance of slippage. We will install this surface for an additional fee. Mats with suction cups or stickers will void warranty. Calbath does not represent that the textured bottom surface will prevent all slippage nor can Calbath assume liability for accidents and non-warranty issues.

Masking Removal/Quality Control:

Our technicians will remove most masking paper and perform basic job cleanup either the same day as work or the following day. Some properties prefer to do this themselves. Please notify us the following day if you have already removed the paper or if there is a problem with the job. If it is essential we come back the following day for Quality Control (Q/C) please talk to the tech the day of the job or schedule with the office accordingly.

Plumbing:

Please make sure all plumbing is working properly and there are no leaks.. This includes drains, tub spouts and shower arms. Calbath technicians will remove most of the plumbing trim only on the bathtub/shower to be refinished. This trim will be left in a package behind the toilet or in the vanity cabinet, and should be reinstalled by you or your staff 24 hours after job completion. Although we take care in removing the trim, Calbath is not responsible for breakage of trim or plumbing parts due to age, rotted, rusted, worn and/ or in poor condition.

Shower Door Enclosures:

Calbath will remove shower doors at properties request. Conditions of existing shower doors may make removal without damage unavoidable. We cannot be responsible for damage that may occur to shower doors or the tub/shower surface. There is an additional charge to remove and reinstall existing shower doors, as well as filling holes and repairing damage from the shower door tracks. Please schedule this service when placing the refinishing order.

QUALITY

INTEGRITY

VALUE

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