



## WARRANTY STATEMENT

Foreman Snags Ltd undertake the repair of damaged item/s or area/s of hard surfaces. These materials were originally manufactured in tightly controlled and often sterile environments. Intense heat or high pressure may have been used in their production. Since we cannot duplicate these conditions on site or at home. There are limitations to our processes that are created by the location of the item/s or area/s to be repaired or resurfaced.

Airborne dust from any source will fall on any flat surface and small pinholes may appear in porous or worn surfaces. Aerosols used in the vicinity will adversely affect the finish, as will silicone. We therefore need to work in an area **as controlled as possible** and access to this area is to be limited by Foreman Snags Ltd personnel.

Existing flaws or defects caused during the manufacturing process or simply due to age unless attended to will adversely affect the finish. These flaws may incur extra work and costs not originally quoted for prior to inspection.

Foreman Snags service is designed to give you a quality cosmetic repair finish that will last, as well as save you both time and money. Repairing/resurfacing is an alternative to replacement; whilst the item/s or area/s may look as good as new, they are not.

Foreman Snags repairs have a warranty of 12 MONTHS from the date of the completed repair. Works are warranted unless otherwise stated. A warranty is classed as a one free of charge return visit to rectify any failed issues with the repair if it is deemed that the materials used are the cause for failure. In the event of a failure for a second time after a re-visit and the cause for the failure is unknown then the client/customer will be charged in full for the repair to be carried out again. Due to the unknown failure of the original repair a second warranty will not be given or issued by the company. Once a return visit has occurred the original warranty is then void.

The warranty covers flaking, peeling, and general failure of adhesion to the surface, subject to the following conditions:

1. *No abrasive cleaners are to be used on the surface.*
2. *Physical damage such as chips and scratches or mistreatment are not covered.*
3. *Staining caused from chemicals or dyes, is specifically excluded.*
4. *Heat exceeding 350 degrees or direct flame.*
5. *Problems caused from excess moisture, structural conditions, or movement of the fixtures.*

### GENERAL CONDITIONS

If works include resurfacing, the colour must be approved by the customer or authorised representative prior to arrival and application. Once applied the colour cannot be changed without completely re-applying the colour to the item at your expense. Foreman Snags technicians are not trained, equipped, authorised, or insured to do works outside of those for

which they are specifically employed by Foreman Snags to do. If they remove or replace any fixtures at your request, it is done solely as a courtesy and the responsibility for any damage is yours. Our technicians may remove or loosen handles and will be responsible for returning them to their original places unless the age or general decay of such fittings make it impossible to do so.