



General Work Policies

Scheduling

Because of the fumes emitted during the refinishing process, residents, pets and vendors should not be in the unit while our technician is working. Occupied units are usually scheduled as the first job of the day and may require more advanced notice to schedule than a vacant unit. Typical arrival time is 9:00 – 11:00 a.m.; 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 time restraints and odors for surrounding residents we will not schedule any refinishing job after 3:00 p.m.

Days of Work

Our office is open Monday through Friday 8:00 am. – 4:00 p.m. to schedule work. Technicians work Monday – Friday only. Saturday work is available under special arrangements.

Area Prep, Care and Maintenance, Limited Warranty

Every property is responsible for reading the Area Preparation Sheet, Care and Maintenance Sheet, and Limited Warranty. CBR recommends placing copies in each move-in packet and reviewing with every tenant who has a refinished surface in their unit to alleviate any problems and warranty issues. If you have any questions about these documents, please contact your rep, or the office.

Occupied Unit Fee

Due to increased material and time spent to protect residents' belongings in an occupied unit we must charge an additional \$35.00 per unit. This includes units with residents' belongings moved in whether or not they are fully moved in or occupying the unit full time. Please give all residents the Area Preparation Sheet a few days prior to the scheduled job.

Non-Slip Surfaces

Pacific Bath Refinishing strongly suggests the installation of a non-slip surface on refinished tubs to avoid slipping. Occasionally the bottom of the tub will be slicker than the original. We are able to install a non-slip surface for an additional fee. Any non-Pacific Bath non-slip mat may void our warranty; please refer to the Care and Maintenance sheet for greater detail. This is optional, however Pacific Bath will not assume liability for any accidents and non-warranty issues.

Trip Fees

So that we may serve our customers better and keep costs low we ask that you cancel any jobs 24 hours prior to the scheduled day. A Trip Charge of \$45.00 may be charged if we cannot complete the job after the tech's arrival. These trips might include conflicts with other vendors, deciding not to do the work, or residents unable to leave the unit.

Masking Removal / Quality Control

In most cases we schedule our technicians to remove masking paper and perform basic clean up the following day. Some properties prefer to do this themselves. It helps Pacific Bath if we are notified the following day if you have already removed the paper or if there is a problem with the job. Occasionally, we are unable to make it out to the property the following day. If it is essential we come back the following day please talk to the tech the day of the job to ensure the Quality Control (Q/C).

Shower Doors

PBR does not remove shower door tracks before refinishing bathtubs or shower stalls. If you would like us to remove them we cannot be responsible for any damage. There is an additional charge to remove and replace doors as well as filling in the holes left by the door tracks. Please schedule this service when you place your order.

Property Representative

Date

Tel: 877-306-9360 ♦ pacificbath.com ♦ Fax: 866-344-0793

Pacific Bath Refinishing specializes in low VOC products while maintaining the highest quality standards. We are working with our environment in mind – integrating green practices and materials into every project, and maintaining an eco-friendly workplace that is environmentally responsible for our employees both in the office and in the field.

