



P.O. Box 5683  
Sherman Oaks, CA 91413

# WARRANTEE POLICIES

**Reconditioning** - is a process by which a thin amount of material is chemically and/or mechanically removed from a surface to attain a clean, stain-free and a smooth surface. This process is of limited effectiveness on synthetic materials.

**GOOD AS NEW ENTERPRISES, INC.**, forthwith named GAN, warrants the surface against blistering, peeling or flaking for the **lifetime** of the items(s) under normal conditions wherein our published **USE, CARE & MAINTENANCE INSTRUCTIONS** are followed.

**Reglazing** – is an application of an industrial grade, quality paint product(s) to a professionally prepared surface. **Materials used are hazardous and sufficiently toxic to prevent availability to the general public.** The preparation for and the use of these materials require a skill and knowledge specific to this trade. For best results and overall experience, follow advice and/or instructions from your GAN reglazing professional.

“**Limited Warrantee**” against blistering, peeling, flaking, or fading of our applied coatings on bathtubs for a period of **2 years** for rental or income properties. **5 years** for homeowners, **1 year** for all bath sinks and all countertops; under normal conditions **wherein our published USE, CARE & MAINTENANCE INSTRUCTIONS** are followed.

**Repairs** – We define as the combination of workmanship and material to: disguise a flaw, as in cosmetic repairs; fix a damage as in chip repairs and reinforce a damaged section as in structural repair. GAN warrants workmanship on structural floor repairs for **6 Months** and **1 year** on floor rebuilds and all other repairs; under normal conditions **wherein our published USE, CARE & MAINTENANCE INSTRUCTIONS, have been followed. Below are the exceptions and explanations:**

1. Kitchen sinks, utility sinks (includes laundry and high traffic public facilities fixtures) – **NO WARRANTY**
2. All other sinks (typically residential bath or lavatory type) and ceramic bathtubs or tile; for rust at drain or overflow or cracks through and through or reaction cracks through synthetic bowls - **NO WARRANTY**

**IMPORTANT NOTE:** *in cases where a fixture or surface has had a previous finish applied by anyone other than GAN, the customers chose to not strip off the other finish (at an additional cost) voids ANY WARRANTY*

**GOOD AS NEW ENTERPRISES, INC.** desires good relations with our customers. We have maintained an excellent reputation of honesty & quality for over 18 years. Should any problems arise regarding the quality of our work, please call. Our policy is to first allow the same technician an opportunity to resolve the conflict. Failing that, a Senior Technician is sent to assess & determine a resolution. Should this fail, GAN will refund the payment or cancel the billing in the rare cases where GAN cannot complete the job to any reasonable standard. GAN will not be held financially responsible for person(s) failing to follow instructions or advices, resulting in illness or injury to persons, pets, furnishings, fixtures, equipment, structures or damages to work done by GAN caused by any failures as mentioned in our **USE, CARE & MAINTENANCE INSTRUCTIONS** and/or collateral cost from such damages. GAN will not be held responsible for any warrantee item not paid for in an acceptable, timely manner. In the case of legal action, GAN reserves the right to utilize an Arbitrator to settle disputes wherein the losing party pays for all costs of the hearing(s).

***If you have any questions, please call the office, Monday through Friday 9:00am to 4:00pm  
(818) 909-9440 (323) 873-2022 (714) 522-7577 (800) 434-9882***