

WARRANTY STATEMENT

FVH Facility / The Solution 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, 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 FVH Facility / The Solution 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

FVH Facility / The Solution's service is designed to give you a quality finish that will last, as well as save you both time and money. Repair and/or resurfacing is an alternative to replacement; whilst the item/s or area/s may look as good as new, they are not new items.

FVH Facility / The Solution repairs carry a 12 month warranty unless advised otherwise at time of quotation. FVH Facility / The Solution bath resurfacing has a 36 month warranty. All warranties commence on the date of completion of the repair / resurface. The exact warranty will be advised prior to works commencing. The warranty covers flaking, peeling, and general failure of adhesion to the surface, subject to the following conditions:

WHAT IS NOT COVERED:

1. Any interference with the repair will render the warranty void.
2. Failure to follow the guidance / care instructions regarding the repair will render the warranty void.
3. Inappropriate cleaning of the surface area. Specifically, abrasive cleaners or scouring pads must not be used.
4. Excessive heater direct flame.
5. Discolouration of the repair caused by staining from chemicals or dyes.
6. Miss-use or impact damage such as chips and scratches.
7. Movement of the surface / substrate.
8. Excess moisture.
9. Any failure due to the appearance of rust is expressly excluded.
10. Warranties are not transferable.

GENERAL CONDITIONS

1. The colour must be approved by the customer or authorised representative prior to resurfacing. Once applied the colour cannot be changed without completely re-applying a new colour to the item at your expense.
2. FVH Facility / The Solution Technicians are not trained, equipped, authorised or insured to do works outside of those for which they are specifically employed by FVH Facility / The Solution 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.
3. Part of our warranty process requires reattendance, any refusal of access may invalidate your warranty.
4. A warranty will not be applied to jobs where the account remains unpaid beyond the general payment terms agreed between FVH Facility / The Solution and their clients.