

Consultation

Our first consultation is of no charge. If there is a specific, tailored request that takes longer than the average 45-minute consultation, there will be a fee of \$40 per hour after the initial visit. If the customer is married, we do require that both husband and wife are present. **Since we all see color and texture differently, it is required that both home owners are present during the consultations.**

Preparation:

Ensure all areas are clean from dust and debris prior to our arrival to reduce chances of external debris landing on the surface. If any repairs are required due to excess dust that lands on the finished surface or any other external debris lands on the surface, it is the customer's responsibility to cover the cost of repair. Please let us know if there are any current damages to the existing countertop surface that need to be repaired prior to installation.

If there are any loose items near the surfaces to be epoxied, those must be removed. Includes, but not limited to, curtains, accessories, appliances, decor, rugs, etc. Anything that Sacred Yara has to move upon arrival, it is a courtesy and any damages that could occur are the customer's responsibility. If the customer requests our assistance to move objects and there is something damaged, that is also the customer's responsibility.

Protection from epoxy:

Prior to pouring, we will protect the immediate areas by sealing them off with tape and thick plastic. This will prevent epoxy from dripping on any unwanted areas. The painter's tape (also known as masking tape) has the potential to remove paint upon removal. However, any damage to wall paint caused by the removal of masking tape is the customer's responsibility. We will do our best to be cautious and prevent this from happening, but please let us know of any sensitive areas beforehand. Customer is responsible for epoxy dripping on unwanted areas if the plastic has been removed, accidentally or intentionally. Customer is also responsible for any damage to epoxy surface or removal of epoxy during the curing time. We will remove the plastic on the last day of install.

Temperature:

Room temperature must be between 70-73 degrees. Once poured the temperature should be maintained for another 24 hours to allow for the countertop to cure properly. Failure to do this may make for a "soft" countertop and affect the durability. Any cost to re-pour the product would then be the customer's responsibility.

Colors, Surface Textures and Finished Product:

Since we all see colors differently, we cannot guarantee a perfect match. Each color is

curated by our creatives with pigments, so the color may vary from the sample. We do our best to have the countertop match the sample as closely as possible, however, epoxy is a way of art. There may be slight variances, but that is what makes each counter so unique. Epoxy in and of itself is self-levelling which is what can affect variances in the color and texture of the final product. If both home owners are not present on the property during the pour, we are authorized to move forward without delay, using the color agreed upon during the consultation. Any changes or reapplications for dissatisfaction with colors and/or textures due to the customer's lack of presence on day of install will be a customer expense.

This product is poured on in a liquid form in an environment that is susceptible to dust and climate fluctuations. There is a possibility that there will be foreign matter in the cured product. Inspections with lighting will only be valid with the natural lighting of the refinished area. Detailed inspections with a flashlight or any other light source will be deemed as ineffective inspections.

Countertop epoxy is poured on in a liquid form and cures to your existing countertop. Due to the nature of epoxy, variations in light, color, and texture are a part of the process and it may not be an exact match to the sample. Slight imperfections such as some dust particles and imperfections in the original countertop may show through and at times, cannot be avoided. White or lighter colors do have the potential to yellow over time, though unlikely with the product we use. We use a heat resistant, scratch resistant, and water-proof epoxy. The product we use is the best on the market to prevent any scratches or fogginess from heat, however, it is not 100% proof of those things. We encourage you to use a cutting board and pot holders rather than cutting or setting things directly on the countertop surface.

On the third day, we will come in to sand off the drips under the lip of the surface area, remove tape and plastic and wipe down surfaces.

Curing Time

The epoxy itself will be firm to the touch after 48 hours. We encourage not to set anything on the countertops until after 72 hours, which is typically the last day we will be there to remove tape and sand the edges. The company we source our epoxy from recommends waiting 7 days before the epoxy is fully cured. We recommend a full 30 days for the epoxy to be 100% cured.

Epoxy Care - Heat & Scratch Resistant

Therefore, within the first 30 days, the product is more prone to scratches, discoloration (fogginess or yellowing) due to high heat, or stains. Even though the product can

tolerate heat up to 400 degrees, leaving hot objects on the surface for long periods of time do leave a possible chance of discoloration. A hot plate or hot tea may leave rings on the surface within the first 30 days, therefore be mindful of this. The product is also scratch resistant, but not scratch proof. We use the highest quality epoxy on the market to prevent heat or scratch damage. However, we advise you to use heat at your own risk regardless of what the manufacturer claims. If the instructions and care sheet is not followed any repairs would be the clients responsibility.

Second Coat:

If it is determined by Scared Yara that a second coat is needed on any area, then the cost is the same.

Vertical Areas:

Since this product self levels, the vertical edges will not be as smooth as the horizontal areas. We do offer backsplash options that we pour horizontally and then install. However, it is the customer's responsibility to remove previous backsplash.

Shower Installation

Customer is required to remove all faucets prior to installation. Customer is also responsible for caulking faucets after tiles are installed. We will caulk all of the tiles in place.

Plumbing:

We are not licensed and insured plumbers. We encourage you to have the sink removed prior to us pouring. If you choose to keep the sink in place, you will need to remove the caulking around the sink in order for the epoxy to seal up to the sink. The customer is also responsible for disconnecting all the plumbing in the instance the epoxy drips down around the sink. Customer is also responsible for caulking around it after the application.

Materials:

We require that anyone concerned with this sensitivity or reactions to solvents or paint like odors remain out of the immediate area during and 24 hours after the resurfacing process or until the odor is dissipated as only a precaution. This includes any animals, reptiles, fish, birds or pets. The company claims to have zero VOC so it is safe.

Scheduling, Cancellations and Deposits:

For **rescheduling**, please let us know 14 business days or sooner prior to the scheduled appointment. Failure to notify us within that window will prevent your deposit from being returned. If a refund on a deposit is requested due to **cancellation**, yet we have already purchased custom colors or materials, a full refund will not be honored.

Any specialized materials that had already been purchased and shipping costs will be deducted in full from the deposit. If there are shipping errors, severe weather, or unexpected emergency circumstances, we will notify you as soon as possible for rescheduling. We are not responsible for any losses due to these unexpected delays.

Additionally, if the customer chooses to reschedule, communication is required from the customer to set up a new appointment within three (3) business days. If there is no contact from the customer and no new appointment is made within that time frame, the job is considered cancelled and the deposit non-refundable.

Property Access

Please ensure we have access to the property prior to arriving. There must be electricity on the property. Any delays caused due to no access to the property or lack of electricity will cause additional fees or relinquished deposit.

Terms and legal:

Payment is due and payable upon completion. Customer is required to be present on final day of job completion to look over the surface and ensure satisfaction. It is also the customer's responsibility, at that time, to look over the surrounding areas of the surface that was epoxied. Final payment confirms customer's acceptance and satisfaction with services provided. If customer requests a change to color or design after the final payment, additional charges will apply. Any change must be agreed to by all parties. Returns to repair minor blemishes found in final exam, such as runs, drips, and small imperfections does not constitute grounds for non-payment by the customer. If the payment is not paid on the day of completion, there will be a \$50 late fee. If payment is not received within three (3) days from job completion, a notice will be filed. We are understanding of hardships, however, communication is key if something of this nature arises. We accept cash, check, credit cards, venmo, or paypal. Out-of-state and post dated checks are unacceptable.

This legal document is our complete agreement. At this moment, we submit specifications and estimates for item to be resurfaced, We hereby propose to furnish labor and material complete in accordance with the former specifications, for the sum of:

With 30% deposit of: _____

Remaining 70% upon completion of: _____

Acceptance of Proposal

I have read and understood the above prices, specifications, and terms explained on this contract and they are hereby accepted. Sacred Yara is authorized to do this work as specified and agreed upon.

Customer Full Name:

Job Address:

Contact Phone Number:

Start Date:

Customer's Signature:

Sacred Yara Representative Signature:

Date: