



TERMS AND CONDITIONS

Floor Coating Services

Go2Epoxy · 1569305 B.C. LTD. · info@go2epoxy.com · 778-707-7090

DEPOSIT	30% to book your installation date
BALANCE	70% on the final day of installation, before our crew leaves
INSPECTION	72 hours from completion for free touch-ups

1. SCOPE OF WORK

The work is limited to what is itemized on your quote. Anything not listed is not included. If we find damage during preparation, such as cracks, spalling or an existing coating, we will quote the additional work before proceeding. We may use qualified subcontractors for part of the work; we remain responsible for it.

2. QUOTE VALIDITY

Your quote is valid for 30 days. Where a quote is based on information you provided, such as square footage or floor condition, the price may be adjusted if the actual conditions differ. We will confirm any change with you before proceeding.

3. PAYMENT

A 30% deposit is required to book your installation date. Once we receive it, we will send you an updated invoice showing your remaining balance.

The remaining 70% is due on the final day of installation, before our crew leaves. Pay by e-transfer to billing@go2epoxy.com and confirm with the installer once sent, or by cash handed to the installer. If you will not be present at completion, payment must be arranged with us in advance.

The inspection period in section 8 does not delay payment.

Balances unpaid 14 days after completion are overdue. We may refer overdue balances to a collection agency, pursue them through the Civil Resolution Tribunal, and exercise our rights under the Builders Lien Act. You are responsible for reasonable collection costs.

4. DEPOSITS AND RESCHEDULING

Deposits are non-refundable, except where we cancel the job, in which case your deposit is refunded in full.

You may reschedule your installation once, free of charge, with at least 14 days' notice. With less notice, or for a second reschedule, the deposit is forfeited.

5. DELAYS CAUSED BY THE CUSTOMER

If we cannot start or finish the work on the scheduled day for reasons attributable to the customer (for example, we cannot access the property on time, the garage has not been cleared, or other work you arranged, such as concrete repairs by another contractor, is not ready), a return visit will be scheduled at our next available opening and charged based on availability, materials and time required, with a \$250 minimum.

6. WEATHER AND CURING

Cold temperatures, freezing conditions or heavy rain can slow curing and may delay completion. We are not responsible for delays caused by weather, and no penalty applies to either party.

7. DURING AND AFTER INSTALLATION

Please clear the garage of vehicles and belongings before we arrive. We are not responsible for items left in the work area.

Coatings release fumes while curing. Keep people and pets out of the work area until the floor is ready for use.

No foot traffic for 12 hours. No vehicles or heavy items for 72 hours. Damage caused by using the floor before those times is not covered.

The coating continues to cure for up to 5 days. During that time it can still mark: vehicles, jacks, stands, bikes, tool chests and other heavy or pointed objects can leave slight indentations in the topcoat. For best results, keep vehicles and heavy items off the floor for the full 5 days. We are not responsible for indentations or marks caused by vehicles or heavy objects placed on the floor before the 5-day period has passed.

Coated floors can become slippery when wet, oily, icy, dusty or covered in debris. Keep the floor clean and dry, clean up spills promptly, and use mats at entry points. We are not responsible for slips, falls or injuries on the floor after completion. You are responsible for the safe use of your floor by anyone on your property.

8. INSPECTION AND TOUCH-UPS

You have 72 hours from completion to inspect your floor. During that time we will return at no charge to fix workmanship issues such as pinholes, missed spots or small touch-ups.

Not covered: damage from use, impacts, dropped or dragged items, cure-time violations, or natural variation in colour and flake.

Report any issue promptly with photos, by call, text or WhatsApp to 778-707-7090, or by email to info@go2epoxy.com.

After 72 hours, touch-up visits are charged at the return-visit rate in section 5. Coating failures remain covered under your warranty.

9. WARRANTY

Your floor is covered by our Limited Warranty, provided with your quote: 10 years for 4-layer systems and 5 years for 3-layer systems. The warranty takes effect once your balance is paid in full.

10. LIMITATION OF LIABILITY

Our total liability for any claim relating to this work is limited to the price paid under your quote. We are not liable for indirect or consequential losses, including loss of use, storage or alternative parking, to the fullest extent permitted by law.

11. PHOTOS AND MEDIA

We may photograph and film the finished floor and use it in our marketing. We may use your first name and city, but never your address or other identifying details. To opt out, let us know in writing.

12. GENERAL

Your quote, these terms and the Limited Warranty form the whole agreement. If any part is found unenforceable, the rest still applies. These terms are governed by the laws of British Columbia.

13. ACCEPTANCE

By approving your quote, you agree to these terms.

LIMITED WARRANTY

Floor Coating Systems

WARRANTY PERIOD	10 years (4-layer) · 5 years (3-layer) from completion
YOUR SYSTEM	Identified on your quote and invoice
TAKES EFFECT	Once your balance is paid in full

W1. WHAT WE WARRANT

Go2Epoxy warrants that your coating system was installed in a professional manner consistent with industry standards and the product supplier's installation guidance.

The warranty period depends on your coating system, as shown on your quote and invoice:

- **4-layer systems: 10 years** from the date of completion
- **3-layer systems: 5 years** from the date of completion

During the warranty period, we will repair or replace, at our option, coating failure caused by our workmanship — and, where a moisture barrier system was installed, failure caused by moisture transmission through the slab — subject to the exclusions and conditions below.

W2. WHAT IS COVERED

- **Delamination or peeling** caused by improper surface preparation or application
- **Loss of adhesion** between the coating system and the concrete
- **Lifting or bubbling** caused by application error
- **Blistering or coating failure caused by moisture or vapour transmission through the slab** — only where a moisture barrier was installed, as shown on your quote and invoice
- Obvious coating defects resulting from installation workmanship

W3. WHAT IS NOT COVERED

This warranty does not cover damage, failure, or changes in appearance caused by:

The concrete itself

- Pre-existing concrete conditions or hidden defects
- Structural movement, settling, heaving, or new cracks forming in the slab
- Existing cracks that reopen or telegraph through the coating
- Hydrostatic pressure or standing water beneath the slab

Use and handling

- Impact damage, dropped objects, or sharp objects
- Dragging heavy items across the floor without protection
- Abuse or negligence
- Hot tire pickup, tire staining, road salt, battery acid, or chemical spills not cleaned promptly
- Improper cleaning chemicals or harsh solvents

Normal wear and appearance

- Staining or discoloration
- UV exposure, changes in gloss, or yellowing of any non-polyaspartic coating layer
- Minor scratches, scuffs, and ordinary wear

Other causes

- Damage caused by other trades, third parties, or the customer after completion
- Use of the floor before the stated cure time has elapsed
- Indentations or marks from vehicles or heavy objects placed on the floor within 5 days of completion, while the coating

is still curing

- Extreme temperatures or improper cure conditions caused by others
- Repairs or alterations made by anyone other than Go2Epoxy
- Any area not coated by Go2Epoxy, and any work outside the agreed scope
- **Any worsening of a problem that was not reported to us within 48 hours of the customer noticing it**
- **Further damage that develops because the customer continued to use the affected area after noticing a problem**

W4. WHAT THE CUSTOMER MUST DO

To keep this warranty in effect, the customer agrees to:

1. Keep the coated surface clean and free of standing water and chemicals
2. Use only recommended cleaning methods; avoid harsh solvents
3. Use protective pads under heavy items and avoid dragging sharp or heavy objects
4. Follow the cure and return-to-service instructions provided at completion
5. **Stop using the affected area as soon as a problem is noticed, and report it to us within 48 hours**

W5. MAKING A CLAIM

To make a claim, contact us at **info@go2epoxy.com** or **778-707-7090**:

1. **Within 48 hours of noticing the issue.** Coating problems spread quickly — a small area of lifting can become unrepairable within days. Damage that develops after 48 hours from discovery is not covered.
2. Provide photographs and a short description of the problem
3. Allow us reasonable access to inspect and test the floor, including moisture testing where relevant

We will inspect within a reasonable time of being notified. Coverage may be declined if inspection shows the failure was caused by something excluded in Section W3.

W6. LIMITS ON OUR RESPONSIBILITY

Our obligation under this warranty is limited to repairing or replacing the affected area, at our option.

We are not responsible for:

- Matching exact colour, gloss, or texture between the original floor and a repaired area. Flake blends and coatings change slightly over time and an exact match cannot be guaranteed.
- Incidental or consequential damages, including loss of use, storage costs, or alternative parking, to the fullest extent permitted by law.

Our total liability under this warranty will not exceed the original contract price paid for the work.

W7. TRANSFERRING THIS WARRANTY

This warranty may be transferred **once** to a subsequent owner of the property, provided:

- Go2Epoxy is notified in writing within 30 days of the property sale, and
- The new owner accepts the same terms and responsibilities set out in this document

W8. GENERAL

This warranty is in addition to any rights the customer has under applicable law, and does not limit rights that cannot be limited by law.

This warranty applies only to the property and work described on your quote and invoice. It is governed by the laws of British Columbia.

Thank you for choosing Go2Epoxy.

Questions about your floor, or need to make a claim? Contact us within 48 hours of noticing any issue.

CALL, TEXT OR WHATSAPP

778-707-7090

EMAIL

info@go2epoxy.com