



## Quality Standards Agreement

I, \_\_\_\_\_ agree to the following quality standards as outlined by Resurfacing Australia.

1. I will attend a scheduled quote or call to rearrange a time so my customer knows when to expect me.
2. I will not mislead customers with false product advertising and information.
3. I will provide a written quote with my ABN and comply with state industry regulations.
4. I will give a realistic time frame for the work outline and provide a date suitable to both myself and my customer.
5. I will use only quality products fit for purpose and fulfil the environmental and legal requirements for use in domestic applications to ensure professional results.
6. While carrying out the promised works, I will adhere at all times to the Resurfacing Australia safety policy.
7. I will advise the times of spraying so my customer may choose to not be present.
8. I will mask and protect the surrounding areas and I will clean up after myself.
9. I will present the resurfaced area and touch up any areas my customer finds flawed so far as realistically possible.
10. I will remove masking and silicone edges to leave a completed resurfaced area ready to use for my customer.
11. I will honour the warranty given.

I promise to maintain these standards of quality to provide a promise to all Resurfacing customers that our industry is quality tested and accountable.

Signed

\_\_\_\_\_ Date \_\_\_\_\_