

Terms and Conditions

SECTION 1 - GENERAL CONDITIONS

We use the best in Hepa filter vacuums and tool shrouds available; However, minor dust release should be expected when grinding concrete.

We reserve the right to refuse Service to anyone for any reason at any time. Any funds owed to and/or from the client will be handled accordingly.

SECTION 2 - SERVICE AND PRICING

All estimates will be honored for 30 days. All invoices are considered due on receipt.

All soft/in-store quotes and pricing may be subject to change upon site visit. All services and costs thereof will be outlined and agreed upon in Formal quote. Any formal quote may be expected to pay a non-refundable deposit of 20%. This deposit is used for the purchase of a portion of materials.

SECTION 3 - PRODUCTS AND/OR SERVICES

Upon acceptance of a formal quote, you will be considered to be accepting of the Garage - All terms and conditions.

Garage-All offers a 20-year limited warranty against peeling and delamination to the original purchaser of the epoxy floor. Transferable warranties are available at an additional (square footage) cost. The purchased warranty shall be sent, one time, via email upon final payment of services rendered. Transferable warranties will be expressly stated. Commercial warranties will be evaluated individually and detailed in the final invoice, which will be VIA email upon job completion. If an inlaid graphic, stencil, or other product is requested, it must be perforated for adhesion. Garage-All does not warranty the inlay against peeling or delamination, and including an inlay requires an additional top coat over the entire floor at an added cost.

All attempts will be made to mitigate transfer of epoxy to walls and adjacent surfaces. The best taping, sealing and protective measures are used, however, some transfer is unavoidable. We assume no responsibility to repair said transfer.

Pertaining to Concrete Repairs; Cracks found in your concrete are repaired with a 100% solids, low viscosity, structural epoxy adhesive. Control joints (cut lines) are filled with an epoxy slurry. All repairs are done to the best of our abilities, as recommended by our supplier, and, with the best products available. In some extreme cases substrate movement may reveal these cracks and/or create new cracks, Garage-All can not be held liable for substrate issues.

Pertaining to Flake Epoxy Floors; Our flake is shipped from the supplier pre-mixed. Garage-all does their best to mitigate any variations in the reveal of your Flake Epoxy Floor; However, subtle variations are considered part of the beauty of the flake epoxy.

Pertaining to Reflector Epoxy Floors; We mimic your desired design to the best of our abilities. This product is 100% susceptible to its environment. Samples of potential variances can/will be shown to prospective Reflector Epoxy clients to create an understanding of the product. Any variances in colour, design, or flow of the product/floor is considered the "artists rendition" and is not covered by warranty.

Pertaining to Installed Services: Pertaining to Installed Services: All attempts will be made to reduce the scoring or scratching of surfaces. Some damage may occur during the shipping process. Garage-All will do its best to correct any damage; however, cannot be held liable for said damages. The removal and reinstallation of existing features in your space may occur as a necessity of proper installation. We use utmost care when removing and reinstalling said features; however, some damage may occur. In most cases where damage is caused, it is a result of poor or improper initial installation. Garage-All is not liable for any damage, nor are they responsible to replace said feature.

Any products used in your renovation, including but not limited to doors, windows, lighting, flooring, cabinetry, wall systems, or accessories, may carry separate manufacturer warranties subject to the supplier's terms and conditions. Garage-All provides a one (1) year workmanship warranty on all installed products and subcontracted products from the date of project completion. This workmanship warranty applies solely to the installation performed by Garage-All and/or its subcontractors. After the one (1) year workmanship warranty period has expired, any warranty claims relating to the product itself, including defects, performance, or manufacturer-related issues, must be directed to the product supplier and/or manufacturer in accordance with their individual warranty policies. Garage-All is not responsible for administering or fulfilling manufacturer warranties beyond the workmanship warranty period.

Swisstrax Flooring is a manufacturer warranty. Contact Swisstrax Canada directly for all inquiries

SECTION 4 — SCHEDULING, SITE ACCESS, AND CUSTOMER RESPONSIBILITIES

Garage-All will make every effort to accommodate your preferred installation date and complete work within the projected timeframe. Scheduling is subject to weather conditions, material availability, and project readiness.

Epoxy and other coating systems require temperatures above 10°C for proper application and curing. If conditions are unsuitable due to temperature, humidity, or precipitation, Garage-All reserves the right to postpone or reschedule work to ensure product quality and warranty integrity. Clients will be notified as early as possible of any required schedule adjustments.

Once a start date is confirmed, the client agrees to ensure the workspace is clear, accessible, and free from obstructions prior to our team's arrival. This includes, but is not limited to, removal of vehicles, storage items, shelving, or debris from the installation area unless otherwise arranged. Delays caused by incomplete site readiness may result in additional charges or rescheduling at Garage-All's discretion.

The client is responsible for ensuring that power, adequate lighting, and access to the work area, and washroom are available throughout the duration of the project. Should utilities or access be restricted, Garage-All reserves the right to pause work until the issue is resolved. Washroom access is required by law, if access cannot be granted, please speak with us in advance so arrangements can be made.

The client agrees to disclose any known issues that may affect the work, including but not limited to: moisture concerns (including door seal issues), structural defects, prior coatings, or concealed utilities. Garage-All is not liable for damage or delay caused by undisclosed conditions or improper original installation.

In the event of unforeseen circumstances, including severe weather, equipment failure, or supply delays, Garage-All may reschedule installation for the next available date. We will communicate all schedule changes as early as possible to minimize inconvenience.

Once installation begins, the workspace must remain free of traffic and interference until completion and full cure of all materials. Garage-All cannot be held responsible for defects or damage resulting from early use of the surface or workspace.

SECTION 5 – EPOXY CLEANING AND MAINTENANCE

Your epoxy floor should be taken care of as any flooring investment should be. During road weather maintenance seasons it is the responsibility of the owner to ensure that every reasonable measure taken to remove salt residue should be swept, mopped, and/or squeegeed once a month or more as the season dictates.

Please be aware, harsh chemicals such as high PH cleaners will harm your finish. Neutral to Low PH Products should be used (dish soap & water). Caustic, ammonia and/or acid based Products should never come into contact with your floor i.e. Vinegar, Mustard, Sodium Hydroxide, Degreasers, Acetone, xylene, TSP, etc.

Optional: All Flooring Services are applicable for a regular maintenance service with Garage - All. Pricing subject to Discussion

SECTION 6 – SOCIAL MEDIA AND PHOTOGRAPHY

We will be taking photos of the job, before, during and after. These photos are used to keep a record of the progress and any possible problems and discrepancies. These photos may also be used for a portfolio, website and social media advertising. We will never use your address and make every attempt to avoid landmarks that may identify your house.

