



1-800-BATHTUB

Customer Responsibilities

1. Please REMOVE everything from the existing bathtub or shower area, including all shampoo bottles, soaps, towels, rugs, etc. In addition, please remove all pictures from the walls, small furniture, collectables, and breakables from the bathroom, the entrance to your home, and the hallway leading to the bathroom.
2. Please wipe down the bathtub/shower and surrounding walls. There is no need to scrub, but it is best for us to start with a reasonably clean/dry surface.
3. Prior to the Leadman's arrival please move all vehicles, providing adequate parking in front of the entrance, and clear all exterior work areas and walkways providing an adequate work area.
4. You must provide electricity for the Leadman.
5. Our Leadmen are expected to arrive at your home on time. If they are delayed for any reason they will call to let you know of the delay.
6. **It is essential that the Customer/Homeowner is present at the beginning of the installation.** The Leadman will review all of the products and colors, you selected prior to installation. If you can not be there we will have to reschedule the start of your job. In such case, your installation will be rescheduled on your Leadman's next available date.
7. In most cases, we will turn your water OFF for approximately one (1) hour in order to install you plumbing.
8. For everyone's safety please keep children and animals away from the Leadmen, their tools, and their work areas.
9. Our Leadmen are highly trained; please respect their skills and training and allow them to install according to our Company's Procedures. The Leadmen have a limited amount of time to complete the project, so we ask you to be considerate of their time and keep interruptions to a minimum. If you have questions about the installation process, please have them ready when your Leadman arrives. They will be happy to answer any questions about the installation process.
10. Due to the nature of remodeling a bathroom, there may occasionally be minor damage to painted ceilings, wall and/or moldings. Our installers will work hard to prevent this; however there may be some minor paint touch up for you to do after we have completed our portion of the project. Painting or staining is not included in our Contract.
11. Your system will NOT be useable until the morning after the installation is completed. PLEASE DO NOT TOUCH the Finish Seam Sealant; it needs to cure for at least 24 hours before use.
12. If accessories are being installed (shelves, grab bars, etc.) and you will NOT be present at the time of their installation, you must clearly mark the placement/location of each accessory ahead of time. If the location is not clearly marked and you are unavailable to provide guidance, **the accessory placement/location will be at the discretion of the Leadman.**
13. **It is essential that the Customer/Homeowner is present at the end of the installation.** We strongly recommend that the Customer/Homeowner is present during the installation. If you must leave for any reason, please leave a phone number where you can be reached. We MUST be able to contact you in the event there are questions or other needs. Always let the Leadman know in advance if you are leaving. It is important for us to give you proper cleaning and operating instructions for your new Re-Bath *DuraBath SSP* Bathroom System. In addition, we will need you to fill out and/or sign all necessary paperwork and documentation. If this is NOT possible please make arrangements to leave your payment with the Leadman and sign the work order form **BEFORE** you leave.
14. **PAYMENT IS DUE IN FULL UPON COMPLETION OF THE INSTALLATION.** If we are installing multiple systems in your home and installing those systems at different times, payment is due on each system when each system is complete. Payment cannot be held for the completion of subsequent systems.
15. If your job is financed, the person(s) 'named' on the Finance Contract **MUST** be present to sign the Completion certificate and to complete the other necessary forms and documents at the end of the installation.

Scheduling and Installation Process

Congratulations on the purchase of your **New Re-Bath DuraBath SSP Bathroom System!** This form is to help us communicate to you our Scheduling and Installation Procedures. Most installations will take two (2) days to complete. Some jobs will take more time, some less as determined by the Leadman (see your Remodeling Agreement Addendum for job duration). Our Leadmen will work in a courteous and professional manner at all times. They will work hard to minimize the inconvenience of remodeling, and treat you, our customer, with the respect you deserve. We appreciate your business.

Scheduling:

Once the materials for your New Re-Bath *DuraBath SSP Bathroom System* have arrived at our warehouse, we will check them in and fully inspect your order for accuracy. If we are installing multiple systems in your home we will wait until all the materials are delivered to our office for both bathrooms before we will schedule your installation. Once the materials have been inspected your job we will assign your job to a Leadman. At that time they will contact you with your installation dates. We run a very tight schedule so it is very important to be home at the scheduled time. It is to your advantage to accommodate the installation dates, as we do not warehouse your materials and our bookings are made weeks in advance due to high demand. If for any reason you can NOT have your system installed on the scheduled dates please contact your Leadman immediately to reschedule your installation. We understand things can happen that make it necessary to reschedule. We will try to accommodate your request; however, changes will have to be placed in a future week's schedule that has not already been booked. If we are installing multiple systems in your home we will make sure you have use of at least one bathroom during the duration of the job.

Installation Process:

Day One:

It is essential that you are present at the beginning of the installation. On the first day, our factory trained Leadman will begin by reviewing all paperwork with you including the contract, materials and accessory location. They will then remove all existing materials as necessary, prepare the area for installation, set the tub or shower base, and do all necessary plumbing. All care will be taken to protect your floors, walls, and furniture. **Please Note:** During the removal portion of the process, tubs and walls **WILL NOT** be salvaged. Tubs, walls, and most all components will be destroyed and discarded in the removal process. If there is something that you want to keep, please remove it **BEFORE** we arrive. We clean and remove all resulting trash and debris from the premises. We will work hard to minimize dust, however, some fine dust may settle on surfaces in adjacent rooms.

Day Two:

On the second day, the Leadman will install the remaining components listed on your Contract, i.e. walls, grab bars, shower door or shower rod, soap dish, etc. Depending on the complexity of your job, this process may take up to eight (8) hours to complete. **It is essential that you are present at the end of the installation** for instructions on how to properly clean, maintain, and operate your New Re-Bath *DuraBath SSP Bathroom System*. You will also need to fill out/sign all necessary paperwork and documentation.

Your job might be scheduled for longer than 2 days depending on it's complexity. Ask your Leadman about the details of any additional installation days.