A PRACTICAL GUIDE TO SERVICE WORK

Chargeable service work

Terms & conditions for non-warranty service

Clear expectations before service begins.

A practical overview of the risks and responsibilities associated with repair, adjustment, removal, modification and reinstallation work on or around existing countertops and fixtures.

01 SERVICE TERMS

Risks & existing conditions

Read these terms before authorizing non-warranty service work on or around existing materials and fixtures.

01

INTRODUCTION

Introduction

These terms apply to all chargeable, non-warranty service, repair, modification, removal, reinstallation, adjustment, or other service work performed by Colonial Countertops Ltd. (“Colonial”).

By approving or proceeding with chargeable service work, the customer acknowledges and accepts the following terms.

02

RISK OF DAMAGE

Risk of damage

Service work involving existing countertops, sinks, cabinetry, appliances, plumbing fixtures, backsplashes, flooring, walls, and other installed materials carries an inherent risk of damage.

While Colonial will take reasonable care when performing service work, existing materials and components may crack, chip, break, separate, become damaged, or otherwise fail during removal, adjustment, repair, modification, or reinstallation.

To the fullest extent permitted by law, Colonial is not responsible for damage, breakage, failure, or loss occurring as a result of performing chargeable service work on or around existing materials, fixtures, finishes, or equipment.

Potential damage & conditions

The following materials may be affected by service work, including where pre-existing conditions are not visible.

03

POTENTIAL DAMAGE

Materials & components at risk

This includes, but is not limited to:

- Countertops, stone, quartz, granite, porcelain, laminate, and other surfaces;
- Countertop seams, joints, edges, and backsplashes;
- Cabinets, millwork, panels, doors, and drawers;
- Sinks, faucets, plumbing fixtures, drains, and plumbing connections;
- Cooktops, ranges, dishwashers, refrigerators, and other appliances;
- Flooring, tile, hardwood, vinyl, carpet, and baseboards;
- Drywall, paint, trim, and other wall finishes; and
- Any other existing materials, fixtures, finishes, or property located within or adjacent to the service area.

04

EXISTING CONDITIONS

Existing or concealed conditions

Colonial is not responsible for damage or failure resulting from pre-existing conditions, including but not limited to previous damage, improper installation, weakened or deteriorated materials, inadequate support, hidden defects, water damage, previous repairs, age, or normal wear and tear.

Service work may expose or cause the failure of an existing material or component that was previously damaged, weakened, improperly installed, or otherwise compromised.

Removal & repair responsibility

Existing materials may not be removable, reusable or reinstallable without damage or additional cost.

05
REINSTALLATION

Removal & reinstallation

Where service work requires an existing countertop, sink, backsplash, appliance, fixture, or other component to be removed, moved, disconnected, adjusted, or reinstalled, Colonial does not guarantee that the existing component can be removed or reinstalled without damage.

Colonial does not guarantee that materials removed during service work will be reusable.

06
ADDITIONAL WORK

Additional repairs or replacement

Any repair, replacement, material, labour, or third-party trade required as a result of an existing or concealed condition, or damage occurring as an inherent risk of the service work, is not included in the original service charge and will be the customer’s responsibility unless otherwise agreed to by Colonial in writing.

07
NO WARRANTY

No warranty

Chargeable service work is not warranty work.

Unless specifically stated otherwise in writing by Colonial, performing chargeable service work does not create, extend, or reinstate a warranty on existing countertops, materials, fixtures, appliances, cabinetry, plumbing, or other components.

Acceptance of service terms

Approval or authorization of chargeable service work constitutes acceptance of the terms stated in this document.

08

ACCEPTANCE

Acceptance of terms

By requesting, approving, scheduling, paying for, or permitting Colonial to proceed with chargeable service work, the customer acknowledges the inherent risks associated with working on existing installations and agrees to these Chargeable Service Work Terms & Conditions.

These terms apply to the fullest extent permitted by applicable law.

Questions about chargeable service?

Contact your local Colonial Countertops team or visit colonialcountertops.com.