



Surface Buff Extended Service Plan



Backed by the Industry's
Leading Certified Surface Care
& Maintenance Experts

Premier SESA

www.surfacebuff.com
919.341.2873



PREMIER SESA COVERS THESE COST OF REPAIRS OF YOUR NEW SURFACES & MORE!*

SPALLING

Natural stone spalling refers to the process of flaking or chipping a stone's surface. It can be a result of various factors such as weathering, poor installation, or structural issues within the stone material itself.

SHIFTING OR MOVEMENT

An installation that has shifted or moved out of place can be an aesthetic annoyance and even cause harm to the surface, posing a danger to those around it. The Surface Buff SESA will secure and align all installations to ensure the proper safety and security of the surface.

CAULKING

During the Surface Buff SESA, any stained, cracked, or deteriorated caulking will be meticulously replaced with the precise type and color needed. This process guarantees a perfectly sealed and visually appealing caulking line, adding a beautiful finishing touch while ensuring a water-tight seal.



FINISH

Surfaces that have lost the original factory finish will be skillfully refinished by a Certified Surface Buff Technician.

PROTECTION

If the sealer applied by a certified Surface Buff Pro Technician becomes compromised for any reason during the Surface Buff SESA term, the appropriate sealer will be re-applied.

ETCHING

Surface etching is a surface effect that appears as dull marks or subtle corrosion, often visible on natural stone surfaces such as marble, limestone, and certain granites. Unlike stains that color the surface from spills, etching is a physical change in the material's finish, resulting from a chemical reaction.



This reaction is typically between acidic substances and the calcium carbonate in marble or limestone, leading to a loss of polish or alteration in the material's texture.

If your surface becomes etched in the duration of the Surface Buff SESA, a Certified Surface Buff Pro Technician will come and remove all etch marks and reseal if necessary.

SEAMS

Seams that crack, shrink, and trap dirt, have become damaged need to be addressed by a professionally trained and certified Surface Buff Pro Expert.

CRACKS, CHIPS, PITTING, HOLES & MORE!

Your SESA will protect your surface from many of the typical wear & tear that occurs when using your countertops.

As part of your Premier SESA, you qualify for benefits such as inspections by a Surface Buff Expert, sealer upon installation as needed, a complimentary cleaner, free inspections, a care guide, and dedicated surface care support. You also qualify for discounts on maintenance and products from the Surface Buff store. Deductibles are per visit, not per occurrence, allowing for multiple issues to be addressed in one visit if reported and claimed within 30 days & are not on the exclusions list.

Exclusions:

Any damages caused by neglect, abuse, use of improper products, failure to use the products recommended by Surface Buff, an act of God, damages caused by another contractor, or hired help by the owner, damages caused by placing objects or persons that are too heavy for the surface, failure to use appropriate measures to protect the surface from damages (i.e. coasters, recommended regularly scheduled maintenance services, etc.), failure to abide by the Care Guide of Surface Buff, damages caused by shifting or movement of a substrate or building not installed by the listed fabricator/installer on this extended service agreement, damages to surfaces not installed by the listed fabricator/installer on the Surface Buff SESA Enrollment Form.

*See Extended Service Agreement for all details



What is a Surface Extended Service Agreement (SESA)?

A Surface Buff SESA protects you from covered repair costs resulting from material breakdown & damage, ensuring that your surfaces remain protected & beautiful for longer. Additionally, we offer a range of products & services designed to minimize maintenance & uphold the cleanliness, safety, & well-being of your home & surfaces.

SURFACE BUFF EXTRA CARE (SESA) WILL HELP YOU:

- Be protected against rising costs of labor & supplies.
- Ensure repairs & maintenance are handled by an industry-trained & certified service technician using only Surface Buff-approved products & technology.
- Enjoy the comfort of your surfaces without worry.
- A low per-visit deductible, not per occurrence, saving you more!
- Be able to transfer your SESA Agreement to a private party — one time at no additional cost — potentially increasing the resale value! *



BUILT IN BENEFITS

- A full coverage exclusionary protection plan for your newly installed surfaces.
- Exclusive Premier SESA Membership savings on products & maintenance services.
- Renewable SESA at the end of the term*.
- Re-assign your SESA membership, one time for free.
- On-going, no cost to you, dedicated surface care expert to help answer questions & train cleaning staff to properly care for your surfaces.
- Free inspections on your surface.
- Ensure the quality, longevity & beauty of your surface without the hassle of overcomplicated costly repairs & maintenance.

*Fees may apply

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