

Core Values

1. We align ourselves with personal wellness. Being your best self at home means you have the space to be your best self at work.
2. Providing a positive experience by operating ethically is the foundation of good craftsmanship.
3. We believe in clear and open communication from the start.

Warranty Information

1. Avoid cleaning for 30 days. if necessary cleaning with a dry cloth should clean most messes if needed a little water is fine but careful not to soak the cloth.
2. Do take extra care in handling within 30 days as the coating takes time to fully cure.
3. Do not use magic erasers or Vinegar as they are an abrasive which removes the paint sheen leaving a permanent mark.
4. Painting touch ups for cabinet refinishing projects are an additional cost. It is likely that paint may tear off the wall due to improper sanding preparation when it was painted originally. We do use delicate frog tape to avoid this as much as possible but when it happens it is unavoidable and falls outside the scope of work.

Peace of Mind Craftsmanship Warranty

1. Our warranty covers peeling and/or blistering due to defective workmanship, and will be effective only if the customer pays Sense Five Wood Coatings in full for work completed, and retains the original contract. Provided these conditions have been met, Sense Five Wood Coatings will perform repairs on the areas agreed upon where peeling and blistering have occurred, with no labour charge. We will not exceed repairs mentioned in the original contract.

Sense Five Wood Coatings is not responsible for cracks or screw pops in plaster/drywall; the cost of products required to complete repairs; structural defects; settling or moving; abrasion or chemical abrasion (cleaning products); work not performed by Sense Five Wood Coatings; work for which Sense Five Wood Coatings did not supply the product or other materials; any repairs that were a result of a defect in the product.

Products

1. Every Product used has been tried and tested against the best products available. The reason we use them is for their superior durability and smoothness for the longest lasting finish. Products outside of our normal use will not be covered under warranty and the client assumes full responsibility if the product was mishandled, or defective as

a result having to deal with the suppliers to gain compensation. Normal use may be defined by products historically purchased by Sense Five within the last 6 months.

2. Sheen equals durability, if the client chooses a lower sheen. The client assumes responsibility for proper after care. Caring for low sheen products includes and is not limited to sliding objects across surfaces, using abrasive cleaning pads & chemicals.

Definitions

Refinish - To refresh the current look or to change looks without major work.

Strip - To remove the current finish down to substrate prior to coating.

Replace - To replace damaged or missing pieces.

Modify - To update current styles to meet new specified expectations. Inspiration photos and extremely detailed explanations are required prior to moving into 3D design phase.

Scope of Work

1. The Service Provider agrees to deliver the services outlined in the attached proposal or as mutually agreed upon by both parties.

Client Responsibilities

1. The Client acknowledges and agrees to provide timely and accurate feedback during the project timeline.
2. The Client agrees to communicate preferences and expectations clearly before the commencement of the project to avoid misunderstandings.

Approval and Revisions

1. The Client shall have the opportunity to review and request reasonable revisions to deliverables within 2 revision rounds. Additional revisions may be subject to additional charges.
2. Any changes to the scope of work requested by the Client after approval may result in additional fees and an extension of the project timeline.

Communication

1. The parties agree to maintain open and transparent communication throughout the project. Any concerns or issues shall be addressed promptly through scheduled meetings or written correspondence.

Acceptance of Final Deliverables

1. The Client agrees to promptly review and accept the final deliverables upon completion. Failure to do so within 7 days will be considered acceptance by the Client.

Payment Terms

Payment is due in accordance with the terms outlined in the invoice. Failure to make timely payments may result in a delay of project milestones.

1. **Payment Schedule:** The Client agrees to make payments to the Service Provider according to the schedule outlined in the payment schedule.
2. **Deposits:** Deposits are a minimum of 30% unless otherwise stated. Some projects may require larger deposits if product exceeds deposit amount.

Deposit payments help by creating a set of guaranteed dates that we will be available during a period of calendar days that are stated prior to the project booking.

Without a deposit we will not hold your place. We may contact you to notify you that there are other clients prepared to deposit for the same requested dates but will always be on a first come first serve basis.

3. **Invoicing:** The Service Provider will issue invoices to the Client for all amounts due under this Agreement.

Invoices will be sent to the Client's billing contact via email and are payable within 7 days of the invoice date unless otherwise agreed upon.

4. **Late Payments:** Payments not received within the specified timeframe will be considered overdue and will make efforts to reach you.

Overdue payments may be subject to a late fee of 2% per month, or the maximum amount allowed by law, whichever is lower.

5. **Payment Method:** The Client agrees to make all payments via wire transfer, check, E-transfer or cash.

Any transaction fees associated with the chosen payment method shall be borne by the Client.

6. **Taxes:** The Client is responsible for any applicable taxes imposed on the services provided under this Agreement.
7. **Withholding of Services:** In the event of non-payment or late payment, the Service Provider reserves the right to suspend or terminate services until the outstanding amount is settled.

8. **Refund Policy:** Refunds, if applicable, will be issued in accordance with the terms outlined in the attached refund policy.

Client Abuse Policy

1. **Professional Conduct:** Both parties agree to conduct themselves in a professional and respectful manor at all times.
2. **Communication Guidelines:** Communication should be clear, constructive, and focused on the project or service related matters.
3. **No Tolerance for Abuse:** The service provider has a zero-tolerance policy for client abuse, including but not limited to:
 - o Verbal or written harrasment
 - o Threats of violence or harm
 - o Discrimination base on race, gender, religion, sexual orientation, or any other protected characteristic.
4. **Reporting Abuse:** If the client believes they have been subject to abuse or inappropriate behavior, they should promptly report the incident to Sense Five. The matters will be investigated and any incidents will receive appropriate action.
5. **Termination of Services:** In cases of severe abuse or repeated violations of this policy
6. **Dispute Resolution:** Any disputes arising under or in connection with this Agreement shall be resolved through mediation in accordance with the rules of Alberta before pursuing legal action.

Confidentiality

1. Both parties agree to keep confidential all non-public information obtained during the project, including but not limited to business strategies, trade secrets, and proprietary information.

Termination

1. Either party may terminate this Agreement with written notice in the event of a material breach by the other party.

Refund Policy

1. Deposits are non-refundable - Once a deposit has been made preparation for the project begins shortly after.

Supply Chain Pricing Increases

1. Advance notice will be provided of increases.

Dispute Resolution

1. Any disputes arising under or in connection with this Agreement shall be resolved through mediation in accordance with the rules of Alberta before pursuing legal action.

Governing Law

1. This Agreement shall be governed by and construed in accordance with the laws of Alberta.

All Quotes Are Valid For 30 Days

If there is a separate contract the terms in that contract shall replace terms within this contract. Both documents shall prevail.