



5-YEAR LIMITED WORKMANSHIP & PRODUCT PERFORMANCE WARRANTY

Built to protect your investment - with clear coverage, straightforward maintenance requirements, and a simple claim process.

Customer: _____	Installation Date: _____
Project Address: _____	Invoice / Job #: _____
Installed System / Color: _____	Area(s): _____

OUR WARRANTY PROMISE

Diamond Custom Coatings warrants the coating system installed by us for five (5) years from the original installation date against covered failures caused by defective installation or product failure, subject to the terms below. If a covered failure occurs, Diamond Custom Coatings will inspect the affected area and, at our option, repair or recoat the covered portion at no charge for covered labor and materials.

WHAT IS COVERED

- Peeling, delamination, or loss of adhesion caused by an installation defect or covered product failure.
- Bubbling or blistering when determined to be caused by installation error or covered product failure.
- Abnormal yellowing or chemical decomposition attributable to failure of the installed coating product under normal service conditions.
- Premature coating failure resulting from improper preparation or application performed by Diamond Custom Coatings.

COVERED REMEDY: Repair or recoating of the affected covered area. The warranty does not automatically require replacement of the entire floor when a localized repair can reasonably correct the covered condition.

WHAT IS NOT COVERED

- Normal wear and tear, abrasion, scratches, scuffs, stains, loss of gloss, or appearance changes consistent with normal use.
- Abuse, misuse, neglect, or intentional damage, including impact, gouging, dragging heavy or sharp objects, burns, or damage from equipment.
- Concrete or structural movement, including cracking, heaving, settling, shifting, expansion/contraction, control-joint movement, foundation movement, or failure of the concrete substrate.
- Moisture conditions originating below or outside the coating system, including hydrostatic pressure, vapor transmission, groundwater, flooding, plumbing leaks, or drainage issues, unless the written project scope specifically includes a moisture-mitigation system warranted for that condition.

- Pre-existing contamination or hidden substrate conditions that could not reasonably be identified during normal surface preparation.
- Chemical exposure outside normal intended use, including prolonged exposure to harsh acids, solvents, fuels, caustics, or other chemicals not represented as compatible with the installed system.
- Damage caused by others, including subsequent construction, repairs, modifications, cutting, drilling, patching, or coatings applied by anyone other than Diamond Custom Coatings.
- Exterior or UV-related color change beyond the performance reasonably expected from the specific system installed, and natural variation in decorative flake, color, texture, or sheen.
- Failure to maintain the floor in accordance with the care requirements in this warranty.

CARE, CLAIMS & WARRANTY TERMS

Simple care helps preserve appearance and performance. Keep this warranty with your project records.

OWNER CARE & MAINTENANCE

- Remove dirt, grit, road salt, leaves, and other abrasive debris regularly. For garages and similar spaces, hosing or mopping the surface and removing standing water with a squeegee is recommended.
- Clean spills promptly. Use a mild, non-abrasive cleaner suitable for coated concrete and rinse thoroughly.
- Avoid steel wool, aggressive abrasive pads, harsh solvents, and unapproved chemical cleaners.
- Use protective pads under kickstands, metal furniture, heavy point loads, or equipment that could gouge the coating.
- Do not allow water, chemicals, or contaminants to remain pooled on the surface for extended periods.
- As a general guideline, perform a thorough cleaning at least every three (3) months, and more often in high-use or high-contamination environments.

HOW TO MAKE A WARRANTY CLAIM

Notify Diamond Custom Coatings as soon as practical after discovering a potential covered condition. To help us evaluate the claim efficiently, provide your name, project address, approximate installation date or invoice number, a description of the issue, and clear photographs. We may require an on-site inspection before determining coverage or performing warranty work.

Phone 502.640.9414	Email chris@diamondgaragefloor.com	Recommended Include photos + job address
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WARRANTY TERMS

- Warranty period. Coverage begins on the original installation date and continues for five (5) years.
- Original customer and property. This warranty applies to the original contracting customer and the property where the system was installed. Any transfer of this warranty must be approved by Diamond Custom Coatings in writing.
- Inspection and determination. Diamond Custom Coatings must be given a reasonable opportunity to inspect the condition. Coverage applies only when we determine that the failure resulted from a covered installation defect or covered product failure.
- Repair method and appearance. We may use the repair method we determine is appropriate for the covered condition. Decorative coatings can vary by batch and age; an exact match in color, flake distribution, texture, or sheen cannot be guaranteed on repaired areas.
- Access. The customer is responsible for providing reasonable access to the affected area and removing vehicles, personal property, shelving, equipment, or other obstructions unless otherwise agreed in writing.
- Exclusive warranty remedy. For a valid covered claim, Diamond Custom Coatings' obligation is limited to repair or recoating of the affected covered area. Consequential, incidental, indirect, loss-of-use, storage, moving, business interruption, or other third-party costs are not included to the extent permitted by applicable law.
- Manufacturer warranties. Any separate manufacturer warranty that may apply to a product is subject to that manufacturer's terms and is independent of this Diamond Custom Coatings workmanship warranty.
- Written project documents control. The signed proposal, contract, change orders, invoice, and any project-specific written warranty terms are incorporated by reference. If a project-specific written term expressly differs from this general warranty, the project-specific written term controls for that issue.
- Applicable law. This warranty does not limit any rights or remedies that cannot legally be excluded or limited under applicable law.

Customer Acknowledgment (optional)		
Customer Signature: _____	Date: _____	Job #: _____

Thank you for choosing Diamond Custom Coatings. We stand behind our work and want your floor to perform and look great for years to come.

Warranty language should be reviewed periodically as products, installation systems, and applicable laws change.