



# Rubber Stone Surface Pro, LLC

## Operational Rules

(Valid from March 20, 2025)

### 1. Customer Interaction & Service Protocols

- All inquiries must be responded to within **24 hours**.
- Estimates must be provided in writing with clear breakdowns of costs and timelines.
- Customers must receive a confirmation call **one day before** scheduled work.

### 2. Project Workflow & Execution

- **Site Evaluation:** Inspect the area for suitability, document existing conditions.
- **Surface Preparation:** Clean, dry, and prep surfaces as per manufacturer guidelines.
- **Material Application:** Follow the step-by-step application process for uniformity and durability.
- **Final Inspection:** Ensure the finish meets RSSP quality standards before leaving the job site.
- **Customer Walkthrough:** Explain the work done and provide maintenance instructions.

### 3. Safety & Compliance

- All team members must wear required PPE (gloves, masks, safety goggles as necessary).
- No work proceeds if conditions are unsafe (e.g., weather hazards, improper surface conditions).
- Proper handling and disposal of all materials, ensuring environmental compliance.

### 4. Payment & Invoicing

- A **deposit may be required** before work begins (based on project size).
- Remaining balance is due upon completion unless otherwise agreed in writing.
- Accepted payment methods: **Zelle, credit card, check, bank transfer**.
- Customers receive a digital or printed invoice upon job completion.



## 5. Workmanship & Warranty

- Standard workmanship warranty is **X years** (to be finalized based on product guidelines).
- Warranty covers defects in installation but not normal wear and tear or misuse.
- Any touch-ups or corrections must be scheduled within **X days** of the customer report.

## 6. Equipment & Material Handling

- All tools and materials must be properly cleaned and stored at the end of each job.
- Regular maintenance of equipment to ensure efficiency and safety.
- Disposal of excess material must follow environmental regulations.

## 7. Team & Training Standards

- All team members must complete training before working independently.
- Professionalism is expected at all job sites—no loud music, smoking, or unprofessional conduct.
- Any concerns or issues must be reported to management immediately.

## 8. Refund & Cancellation Policy

- Customers may **reschedule or cancel** with at least **7 days' notice**.
- Deposits are **refundable or transferable** depending on the project stage:
  - **Before material ordering:** Full refund.
  - **After materials are purchased:** Partial refund (minus material costs).
  - **After work has begun:** No refunds, but customer may request reasonable adjustments.
- RSSP reserves the right to review refund requests on a case-by-case basis to ensure fairness.
- Cancellations made within **less than 7 days** may be subject to a cancellation fee.
- All refund and cancellation terms are subject to change at RSSP's discretion.