



**MISSION STATEMENT:** At PBRA, our mission is twofold: to set the gold standard for bathtub refinishing and to cultivate a community of elite refinishers dedicated to excellence and integrity. We are the guardians of quality, ethics, and professionalism in an industry often plagued by mediocrity. Our Seal, an emblem of distinction, represents membership in the top 1 percent of refinishers nationwide.

**Our Vision:** We envision an industry where every refinished surface is a testament to craftsmanship and longevity. No longer will bathtub refinishing be viewed as a mere temporary fix, but as a lasting solution crafted with precision and care. Through education, collaboration, and unwavering dedication, we aim to revolutionize the perception of professional refinishing and elevate it to its rightful place among esteemed trades.

**Our Commitment:** PBRA is not merely an association; it is a movement towards a brighter, more prosperous future for all involved. While membership in PBRA may not be easily attained, it is a badge of honor reserved for those who embody the highest standards of professionalism and skill. We recognize that the journey to excellence may be arduous, but we are here to guide, support, and uplift each member along the way.

**Join Us:** Whether you are a seasoned veteran or a budding entrepreneur, PBRA welcomes you to join us in shaping the future of the bathtub refinishing industry. Together, we will redefine the status quo, empower our members to reach new heights of success, and ensure that every refinished surface bears the hallmark of excellence synonymous with PBRA.

### **Applicants must agree to PBRA Code of Ethics and Conduct**

**1. Integrity:** A PBRA Member shall conduct themselves with honesty, transparency, and fairness in all professional dealings, adhering to the highest standards of integrity.

**Example:** If a PBRA Member encounters unexpected challenges during a bathtub refinishing project, such as discovering underlying damage that requires additional repairs, they will promptly inform the client of the situation, provide a detailed explanation of the issue, and offer transparent options for resolution, including any necessary adjustments to the project timeline or cost.

**2. Quality Workmanship:** A PBRA Member shall consistently strive to deliver superior quality in bathtub refinishing services, utilizing best practices and quality materials to

ensure customer satisfaction. **Example:** A PBRA Member meticulously prepares the bathtub surface by thoroughly cleaning and etching it before applying the refinishing coating. They use high-quality, durable materials that are specifically designed for bathtub refinishing to achieve a smooth, long-lasting finish that exceeds the client's expectations.

**3. Professionalism:** A PBRA Member shall always maintain a professional demeanor, respecting clients, colleagues, and industry stakeholders, and upholding the reputation of the profession. **Example:** A PBRA Member arrives at the client's home punctually, dressed in clean, professional attire, and communicates courteously and respectfully with the client throughout the entire refinishing process. They address any questions or concerns the client may have with patience and professionalism, ensuring a positive experience from start to finish.

**4. Safety:** A PBRA Member shall prioritize the safety of clients, employees, and the public, adhering to all relevant safety regulations and implementing appropriate safety measures in the workplace. **Example:** Before starting the bathtub refinishing project, a PBRA Member conducts a thorough assessment of the work area to identify potential safety hazards, such as slippery floors or inadequate ventilation. They take proactive measures to mitigate these risks by using non-slip drop cloths, wearing personal protective equipment, and properly ventilating the space to ensure the health and safety of everyone involved.

**5. Environmental Responsibility:** A PBRA Member shall demonstrate environmental stewardship by minimizing waste, using eco-friendly products and practices whenever possible, and complying with environmental regulations. **Example:** A PBRA Member selects refinishing products that are low in volatile organic compounds (VOCs) and environmentally friendly, reducing the impact on indoor air quality and minimizing harm to the environment. They also implement waste reduction strategies, such as proper disposal of used materials and recycling whenever feasible.

**6. Customer Satisfaction:** A PBRA Member shall prioritize customer satisfaction, striving to exceed client expectations by delivering excellent service, addressing concerns promptly, and maintaining open communication. **Example:** After completing the bathtub refinishing project, a PBRA Member conducts a final inspection with the client to ensure they are fully satisfied with the results. They provide care and maintenance instructions to help preserve the newly refinished bathtub's appearance and durability and encourage the client to reach out with any questions or issues that may arise post-service.

**7. Continuous Improvement:** A PBRA Member shall commit to ongoing professional development, staying informed about industry trends, new technologies, and best

practices to enhance their skills and knowledge. **Example:** A PBRA Member regularly attends industry conferences, workshops, and training sessions to stay updated on the latest advancements in bathtub refinishing techniques and technologies. They actively seek feedback from clients and colleagues to identify areas for improvement and continuously strive to enhance their skills and deliver exceptional results.

**8. Respect for Property:** A PBRA Member shall treat clients' property with respect, taking care to protect surfaces, furnishings, and belongings during the refinishing process, and leaving the work area clean and tidy. **Example:** Before starting the bathtub refinishing project, a PBRA Member carefully covers surrounding surfaces, fixtures, and flooring with protective materials to prevent damage from refinishing products or overspray. They take precautions to minimize disruption to the client's home and ensure that the work area is left clean and orderly upon completion of the project.

**9. Fair Pricing and Billing:** A PBRA Member shall provide transparent and fair pricing, clearly outlining cost of services and payment terms upfront, and billing clients accurately for services rendered.

**10. Ethical Marketing and Advertising:** A PBRA Member shall engage in truthful and ethical marketing and advertising practices, avoiding misleading claims or deceptive tactics, and representing their services accurately. **Example:** In their marketing materials and advertising campaigns, a PBRA Member accurately represents the benefits and limitations of bathtub refinishing services, providing realistic expectations for potential clients. They refrain from making exaggerated claims or promises and ensure that all information presented is truthful, transparent, and in compliance with industry regulations and standards.

**11. Fair Warranty Practice:** A PBRA Member agrees not to issue a warranty longer than their years in operation. This ensures that warranties provided are realistic and align with the member's experience and capacity to honor them. By adhering to this principle, PBRA Members maintain transparency and fairness in their warranty offerings, fostering trust with clients and promoting accountability within the industry.

Care & Maintenance: As part of our commitment to providing quality service and ensuring customer satisfaction, all warranties issued by PBRA Member Refinishers for refinished surfaces are contingent upon proper care and maintenance. To uphold this standard, it is required that a clear, detailed written care and maintenance sheet be provided as an addendum to the warranty for every refinished surface. This ensures that customers are equipped with the necessary information to preserve the longevity and

**12. Licensing and Insurance:** Each PBRA Member agrees to be properly licensed and insured for their area of operation and for their services offered.

**13. Obligation to the Public:** To conduct our business operations according to the highest professional and industry standards. To provide innovative solutions which enhance value. To faithfully fulfill all contracts. To expand our knowledge through the constant study of best business practices and utilization of the latest technical advances in our profession and industry. To always conduct oneself in a professional manner. To follow federal, state, and local tax laws and regulations. To adhere to federal, state, and local laws and administrative regulations regarding the use and disposal of paints, coatings.