FIND US OR FINE US GUARANTEE

Contractors who don't respond to you are the worst. We do our best to be proactive with communication throughout your remodel process with us.

The promise: If you reach out and we don't get back to you within 2 business hours, you'll receive a one-time payment of **$250**.

How to qualify:
Contact us through one of our official channels:
• Call or text: 619-488-6263
• Email: yourteam@shugarmansbath.com

What counts as a response: We need to attempt to reach you back within 2 business hours, that's what this guarantee covers. While we may not solve your issue in that window, this guarantee is a promise of prompt communication.

If we miss the window: Let us know within 7 days of your original contact. Once we confirm that the guarantee was not met, we'll issue the payment.

Business hours: Our normal business hours are Monday through Friday, 8 am to 4 pm.

Please note our upcoming planned office closures:
Thanksgiving: Thursday, November 26th and Friday, November 27th
Christmas: Thursday December 24th and Friday December 25th
New Years: Friday, January 1st, 2027

While we aim to maintain proactive communication regardless, this guarantee applies to Shugarman's Bath customers only (anyone whose name appears on a signed contract with us).