



Policy Letter

Thank you for choosing CertaPro to paint the exterior of your home. The following is the process that we will be using to assure a smooth project with as little inconvenience to you as possible. Please read each item, sign this form, and fax or mail back to our office. We will not be able to begin painting your home until we have this signed form in our office. If you have any questions, please feel free to call us at (513) 891-3068.

1. Your home will first be power washed. We will be calling you prior to the power washer coming to your home. Please have all windows and doors securely fastened prior to the washing of your home. After the washing process has been completed, your windows will probably have water spots. There is no way to avoid this from happening, therefore we recommend that you do not have your windows cleaned prior to the painting. Only those surfaces being painted, unless otherwise written in your proposal, will be washed.

2. Screen Removal. If we are painting your windows, you must remove your screens prior to the power wash. Most screens are removed from inside the home. Unless written into your proposal, screen removal is not included in the price of the contract. Please remove your screens prior to power washing so that we can rinse your sills during the process. There will be a fee for removing screens after the job has begun.

3. Scheduling. All work is scheduled on a first come, first serve basis. You will be contacted by our Operations Manager when you have been placed on our production schedule and given a two week time frame for the beginning of your painting project. You will also be contacted a week in advance of your power wash date. The Operations Manager will also contact you 24 hours in advance of the day that the actual painting will begin.

4. Windows and Doors. While we are in the process of painting your home, we will need to have all windows and doors that are being painted, unlocked. After painting your windows we will move them to be sure that they are not stuck. ***However, if you do not move your windows up and down periodically for several days after painting, they will stick.***

5. Color Confirmation. You have two choices when it comes to your color choice. They are color match and color choice. A color match will be completed by your estimator at the time of the estimate. They will leave several samples of the colors that were closest to your color. You will need to sign your "color confirmation" letter prior to the start of your job. CertaPro will match your home color to within 10% of the color that you have now. Due to weather and the paint fading, the color will not be exactly the same as it looks on your home now. If you do not like the color that has been chosen for your home, you can pick a different color and fax or mail it into the office prior to the ordering of your paint. However, if you choose a color that will require a second coat of paint to cover, you will be charged the "optional" coat fee. If you are changing colors, your color choice can be made by visiting your local paint store and viewing

their exterior color swatches. If you have trouble picking a color, you may charge up to three quarts of Sherwin Williams paint (at no charge to you) and apply them to your home. After you decide on a color, simply fax or mail it into the office.

6. Methods of applying paint. We use Brush, Roller, and Spray painting techniques, what we will use on your home will depend on what is being painted and what will work the best.

7. Communication. Once work has commenced, the foreman should be able to handle any questions about your job. If the Foreman is not able to help you, please call your estimator or the office at (513) 891-3068.

8. Completion. Upon completion, the Foreman will walk you around the home to inspect the work that has been completed. At this time, any concerns should be addressed so that every effort can be made to correct any problems before the crew moves to their next home. Once you are satisfied that all work has been completed in accordance with the proposal, we ask that you give the Foreman the completed close down packet including your method of payment.

Our system is designed so that we collect payment upon job completion. Once the crew has moved to their next job, they are focused on meeting that customer's needs. If we have to return to your home several days after the work has been completed, not only will we not have any equipment on your job, we also will have to leave the job we are currently working on. We hope you can understand why we need to finish your job before we begin our next home. You may have up to 24 hours from the time that the Foreman informs you that the job is complete to sign-off and pay for your job. Therefore, there will be a \$50.00 fee if you do not sign-off on the job within the above mentioned guidelines.

9. Dates (PLEASE READ CAREFULLY). Due to the nature of the painting industry, we never give exact dates until the day before we are to start your job. We will give you a two week "window of time" that we expect to get started, and the "window" will always be the "week of" not an exact date. The weather has a ripple effect on our business. Two days of rain this week, can and will effect the schedule for weeks to come. Also, it is not uncommon for a homeowner to add a second coat of paint to their job, which in turn adds at least a day to their production. We understand that this can be frustrating for you, but these issues are out of our control and we will do our best to be there when we say we will.

Signature of Homeowner

Date

Print Name

Thank you for your business ! We look forwarding to working with you. If you have any questions, please contact your estimator at (513) 891-3068.

CertaPro Painters