

WHAT TO EXPECT FROM OUR TEAM

- Patching holes or cracks will create dust. We do our best to minimize this but there should be an expectation of some dust in your home.
- We will sweep and or vacuum floors at the end of the project and do our best to clean, but it will not be a professional cleaning.
- We will need access to at least one hose spigot during the project.
- We can haul trash away but prefer to use your normal trash service if possible. This consists of empty paint cans and used paper and tape.
- The use of an on-site bathroom allows our team to stay focused on your project and move it toward a timely completion. We will clean the toilet and sink at the end of each day.
- Our painters will wear shoes or boots throughout the project. We will wipe our feet, but we cannot remove shoes for safety reasons.
- We are happy to move furniture, TV's, window blinds and other items, but are not at fault if items are damaged during the process.
- We do not remove wall-mounted TVs if we cannot easily understand how to safely disconnect them from their mount.
- We need the house conditioned to a temperature between 68-74 degrees for proper product application.
- We patch all nail and screw holes unless a nail/screw remains in the wall at the time of painting.
- If we move appliances we are not responsible for damage or water leaks that occur during the process.
- We will move washers and dryers out far enough to paint around. We do not disconnect wires, vents or water lines.
- Low-tack painters tape, paper, & plastic will be used to protect floors, trim and cabinets. Damage to surfaces from low-tack painter's tape is a sign of a failed finish and is not the liability of Renew Painting LLC.



- We will produce a “properly painted surface.” According to PCA Standards, a “properly painted surface” is defined as uniform in appearance, color, texture, hiding, and sheen. It is also free of foreign material, lumps, skins, runs, sags, holidays, misses, or insufficient coverage. It is also a surface free of drips, spatters, spills, or overspray caused by the painting contractor’s workforce. In order to determine whether a surface has been “properly painted” it shall be examined without magnification at a distance of thirty-nine (39) inches or one (1) meter, or more, under finished lighting conditions and from a normal viewing position.
- Renew Painting shall correct deficiencies in its workmanship to conform to the definition of a “properly painted surface” as defined above.
- “Latent damage” is due to conditions beyond the control of the painting contractor. This damage is caused by conditions not apparent at the time of initial painting. “Latent damage” and “damage caused by others” shall be repaired by Renew Painting upon receiving a change order (additional request for work to be done, which we will need to charge for) from the client. Renew Painting will proceed with the repair upon receiving acceptance of its proposal and approval to proceed from the contracting entity as outlined in this expectation.
- The contractual work is job and item-specific. In no case shall Renew Painting be responsible for “damage caused by others” or “latent damage” as herein described.

