



# EXPECTATIONS *for Exterior Painting*

We believe that transparency is key to a successful painting project. From the initial consultation to the final brushstroke, we prioritize clear communication to set the right expectations every step of the way. By being upfront and honest, we ensure that you're fully informed about the process, timeline, and costs involved. This commitment to transparency not only builds trust but also guarantees a smoother experience and exceptional results. Let us take the guesswork out of your next painting project.

## WHAT WE DO:



- ✓ Debris will most likely be created from scraping and sanding. This typically includes paint chips, pieces of old caulk, or similarly small debris. We will not be able to collect all that falls to the ground unless a prior cleaning agreement is discussed.



- ✓ We will store our ladders and other equipment in an inconspicuous location on your property during the project.



- ✓ 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.
- ✓ We do not remove or disconnect any wired exterior fixtures such as light fixtures, security cameras, or utility boxes. If you would like the area behind or beneath these items to be painted, please have them professionally removed prior to the start of your project.

## WHAT YOU CAN DO:

- ✓ Make [at least] one of your outdoor hose spigots available and easily accessible during the project.

- ✓ Allow access to an on-site bathroom during the project.

- ✓ Allow us to utilize your normal trash disposal service if possible. The trash typically consists of empty paint cans and used paper and tape.