

Expectations and Requirements from our Clients:

At Even Better Painting, your happiness and satisfaction is our top priority. In order to make things as efficient, convenient and straightforward as possible we have set out below all the requirements that we will need on your part before we begin this project. Some are obvious and others you may not have considered. Our intention is to not make things more complicated than they need to be, but to ensure you're fully informed for a hassle free experience.

In Preparation:

- 1) Please provide a key/fob to your property for the duration of the project if you are not to be home and we need access. If there are any codes we need to know about please let us know in advance.
- 2) Please consider where we can park our vehicle/s and advise us of our options in advance.
- 3) Please ensure all applicable areas are accessible and ready for painting.

For Interiors: Ideally this involves furniture being moved away from the walls and any hangings and fixtures removed. We'll always do our best to help out if you need help with bigger furniture. We cannot be held responsible for damage to any breakables left exposed on the job site.

For Exteriors: Please ensure all personal belongings are away from the property, we have access to move around the property freely, and have room to set up ladders and other equipment. We may need to access your neighbours' yards on some projects.

We will bring a lawn sign to place in your yard while we are working.

- 4) All interior areas and surfaces to be painted must be in a reasonable state of cleanliness (think behind couches, under beds and other furniture if they haven't been moved in a while).
- 5) It can be difficult to complete painting work around pets so please ensure they are removed from the area when we are working.
- 6) We will require notice of any cancellation at least 48 hours in advance. Failure to advise us of any changes to our agreed dates within this time period can cause cost to the company, so please communicate with us if something changes.
- 7) If you don't want us to use any sinks for cleaning please let us know. Our crew will determine on the first day with you where it will be reasonable to leave our tools if we are working for more than one day.

8) Interior Painting can be an intrusive process and we may need to occupy the majority of your space, depending on the extent of the work. We always advise that your family and/or your tenants aren't inhabiting the property while we're there but understand that this is not always possible. Please ensure that the property or areas being painted are vacant for the duration we are painting the rooms.

10) For interior products we always advise that the property is not left cool or cold 48 hours prior to our start date and that the heating remains on or above 10 degrees during our scheduled works.

Thank you so much for your consideration in choosing EB Painting to complete your project. We want above all else for you to be completely satisfied with the work that we produce.

What you can expect from us:

- Your site will be kept clean and tidy throughout our work on your project.
- All tools and painting supplies will be stored neatly out of the way.
- Our crew will do a clean-up at the end of each day.
- All painters on site will be knowledgeable and professional.
- We will respect your property and ensure that there is minimum or no disruption to your space.
- Every day we are working our foreman will ensure that everything is done properly and in an orderly fashion.
- Full walk through with a painter or foreman on site to attend to any last minute details.
- All garbage will be taken with us at the end of the job.
- Leftover paint will be labelled and left behind for future touch ups. Any old paint cans laying around in the garage or storage can be given to us for disposal.
- Our written guarantee from the date the job is completed.
- We will be asking for your feedback, any referrals, or a testimonial if you enjoyed our service.
- Before and after photos for you to share with your friends and family!