



Painting Procedures and Client Acknowledgements

PMP prides itself on client satisfaction and that process begins with strong communications from our first meeting through to final walkthrough. We have, over the span of many projects, assembled this document to minimize any gaps in expectations and to provide you with an overview of what PMP considers to be "typical" painting best practices and how we approach our work.

Our crews are experienced in their work and care about their reputations. PMP Crew Leads have an average of 18 years' experience in the painting industry and their livelihoods depend on referrals and repeat business. PMP backs their work 100% and is proud to go to work with them every day.

There are dozens of ways to "correctly" paint a house and our process may not exactly mirror processes that you may have seen from other contractors. We focus on quality, cleanliness, and attention to detail. That said, painting (and especially spraying, as we typically employ for most projects) is an inherently messy business. We will be masking (covering with paper or plastic barriers), taping, and unmasking various parts of your project throughout and it may seem to be getting messier as time goes on. If the process stresses you out, let us know, we can sometimes slow things down or speed them up to help.

Trust the process but ask plenty of questions. If you have questions, comments, or concerns, never hesitate to speak directly with the Crew Lead on your project or to contact PMP directly. If you think we've missed something, let us know!

Typical interior painting process:

1. Preparing surfaces (wiping them down for dust, removing nails, etc.)
2. Masking and Taping
3. Repairing minor damage (nail hole filing, etc.)
4. Spraying paint (this is the fun and very messy part)
5. Drying
6. Re-taping, re-masking, repositioning, etc. (repeat)
7. Touch-ups (fill more nail holes, touch up paint, look for drips, etc.)
8. Initial Walk through (PMP and Crew Lead)
9. *More* touch ups
10. Final walk through (PMP, Crew Lead, and Client)

This is just a generic example and will be tailored to the needs of your project. It is very common for us to rearrange this process to meet the needs of other contractors working in the area or to allow for additional work (doors, trim, stairs, etc.). Don't be concerned if you see us packing up the sprayer and there are nail holes unfilled or areas incomplete- the sprayer is not the last step in the process.

What we *will do*:

1. Stay until the job is done and the client is satisfied
2. Do our utmost to minimize the hassle and mess inherent to spray painting operations
3. Work around any other contractors and your schedule as much as possible
4. Repair minor imperfections as they are encountered (nail holes, small scratches, etc.)
5. Prepare your surfaces to ensure proper adhesion of the paint/stain as required for your project (for example, wiping down baseboards to remove dust)
6. Move small furniture/belongings out of the way
7. Complete the scope agreed at the price agreed as professionally as possible

What we *will not do*:

1. Pass costs to the Client that are due to estimation errors on our part
2. Defer or delay work indefinitely unless contemplated in the original scope (we are happy to work around your flooring providers, for example, but once we have started, we are unable to put ourselves "on hold" if other contractors cause unreasonable delays to our work)
3. Paint or stain walls/features that are not within our project scope (i.e., make sure each surface you want painted has been discussed with your PMP rep)
4. Sand or re-finish drywall unless specifically requested and noted in the scope of work (it is often hard to see textural differences from one room to another until fresh paint is applied and we cannot be responsible for the existing condition of your walls unless we have specifically been asked to address it)
5. Remove existing layers of paint (unless specifically requested or required for the job)
6. Attempt to remedy issues beyond our area of expertise. There are a wide number of small issues we can sometimes tackle (isolated mold, patching drywall, replacing damaged trim, etc.) but we are not licensed mold remediators nor are we professional drywallers or wood workers
7. Move large or heavy furniture from one room to another

Lastly, we have been forced by experience to emphasize that we are a **painting** company. We are seeking to complete painting and staining projects and we are quite good at it. If painting uncovers things about the Client's project that they did not want to know (that the drywall is damaged or poorly textured or that a different part of the building now "looks weird"), we will do our best to help out, but we can only be responsible for our original scope of work. If we agree to add scope, we will discuss costs and timeframes in advance.

Please confirm that you have read and understand these expectations as we prepare to beautify your space.

Client Name: _____

Client Signature: _____ Date: _____