

IMPORTANT INFORMATION ABOUT YOUR PROJECT



STEP 1. READ & AGREE TO YOUR PROJECT AGREEMENT

When you gain access to your project dashboard, the first step will be to read and agree to your project agreement. This is a legally binding document that outlines the terms and conditions of your painting project. Please give it your full attention before agreeing to its terms. After you have read over the project agreement and agree to its terms, please return to your dashboard, tick the agree checkbox and click submit so that our team receives a notification that you have completed this step.



STEP 2. SUBMIT YOUR 50% DEPOSIT

On your project dashboard you will see a section that takes you to your billing page. On this page, you will be able to submit outstanding payments. Before your project can get started, you will need to pay the 50% deposit. Please do this in a timely manner, as your paint will not be ordered, and your project will not be officially scheduled until after the deposit is received.

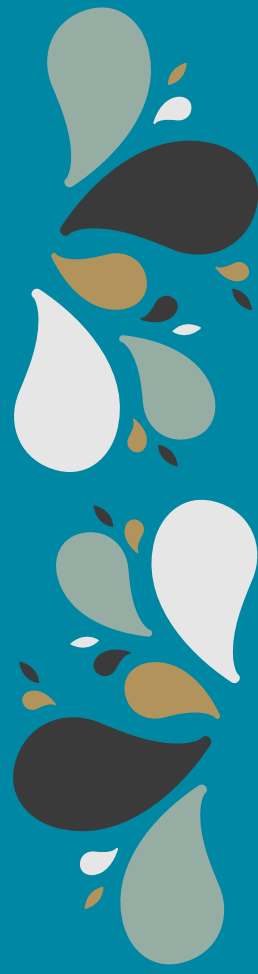


STEP 3. PICK YOUR COLORS & SHEENS

The third step is to choose your paint colors and sheens and submit them to us via your project dashboard. We use Sherwin Williams Emerald Urethane Trim Enamel for our cabinet paint. If needed, we recommend you visit a one of Sherwin Williams in-store locations to assess your color options. If you decide on a color that is not Sherwin Williams, we can still match it for you. However, we recommend that we plan a trip for you to visit Sherwin Williams commercial store in Redmond once the paint has been made, so that we can guarantee that the matched colors are to your satisfaction.

Furthermore, choosing the paint sheen for each color will impact the look of the paint on the selected surface as paint sheens dictate how shiny and reflective your paint is. Most cabinets are painted in Satin or Semi-Gloss sheen, with Semi-Gloss being the shinier sheen.

Colors can be changed at any time until the day your paint is ordered. You can do this by resubmitting your color and sheen choices in your dashboard and notifying us of your change. Because tinted paint cannot be returned, once the paint is ordered, any color change requests will come at an additional charge. Paint is generally ordered at least one week before the beginning of the project.

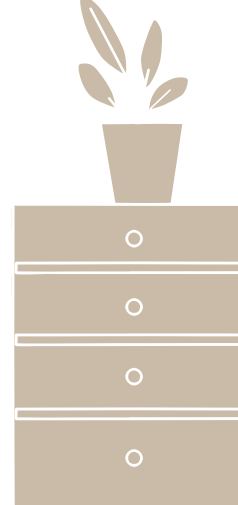


REVIEW THE FOLLOWING STEPS BASED ON YOUR PROJECT TYPE

STEP 4. CABINET PAINTING: PLAN FOR YOUR PROJECT TO START

Before your project can get started, there are a few things that need to be done. Please remove all items from your counter tops and the vicinity of the cabinets. Prior to the crew entering the house to begin painting the cabinet boxes, all items inside of cabinets and drawers must be completely removed. Failure to remove these may cause a delay in the start of the job as well as an additional charge. While the cabinet boxes are being painted, your kitchen or area being painted will be inaccessible. Any hardware changes must be purchased and obtained before project start.

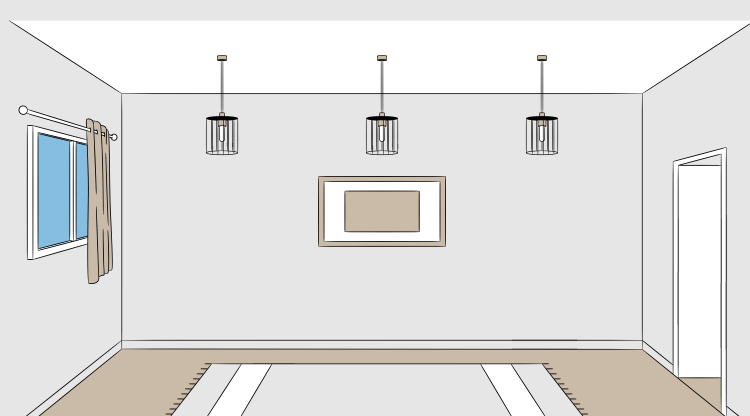
On the first day of the job, painter will enter the home and remove all doors and drawer fronts to be brought back to our custom built, off-site spray booth to be worked on. While that is being completed, we will begin the in-home portion of the project. This includes painting the cabinet boxes. Once both processes are completed, doors and drawers will be returned to the home and reinstalled along with any hardware. The timeline for completion of the project is dependent on the size of the project and is subject to change based on how much preparation is necessary. A small job may be completed in one week, while a larger job is more likely to take two weeks.



STEP 4. INTERIOR PAINTING: PLAN FOR YOUR PROJECT TO START

When our team begins the interior painting process, it is recommended that you choose one room to continue using while the rest is being painted. This mostly applies to those whose entire interior is being painted. The master bedroom often makes the most sense and we advise that this room be closed off as much as possible to prevent paint odor getting in. Once the other rooms have been painted, you will need to switch rooms. To reduce lingering paint odor, it is recommended that the ventilation throughout the house is maximized by turning on fans and opening windows if warm enough outside. The day before start of your project, please take everything off the walls and remove any valuables from the rooms that are being painted. Similarly, please remove all furniture or if not possible, move your furniture to the middle of the room, where it will be safely covered.

During the painting process, while we do our best to accommodate you, much of the home will be inaccessible and so we ask that you please prepare for this. The timeline for the completion of your project is dependent on size of the project and is subject to change based on the amount of preparation that is necessary. Typically, project length ranges from 2-5 days.



STEP 4. EXTERIOR PAINTING: PLAN FOR YOUR PROJECT TO START

Before any paint is applied to your home, it will need to be pressure washed. Pressure washing will take one day and will need to be performed at least one day before painting. Everything that is next to the house must be moved at least 10+ feet away from the house or inside the house. Anything left near the house will be in the way and will get very dirty. If objects are not adequately moved on the day of pressure washing, and our employees must move objects, there may be an added charge. Robinson Paints is not responsible for any damage that may be caused to these objects. Please make sure all windows are shut as debris will fall to the ground during the pressure washing process. This debris will be removed before the job is completed. If you typically park your car on your driveway or in your garage, please have a plan for this during the pressure washing and painting process. We do not recommend cars to be anywhere near the house while painting is happening. It is the homeowner's responsibility to make sure their car is a sufficient distance from the home before painting. During the painting process, the garage may be masked off, making moving a car in and out not practical. If you plan to use your car during the painting process, please make sure it is out of the garage on the first day of painting.

Exterior painting is subject to the weather and cannot be completed during the rain or extreme cold. For this reason, exterior painting becomes increasingly difficult during the winter and most exterior painting is done from May-August in the Seattle area. If you are requesting exterior painting outside of these months, it is possible that the job will be delayed for an extended period of time until weather improves. The timeline for the completion of your project is dependent on size of the project and is subject to change based on the amount of preparation that is necessary. Typically, project length ranges from 2-5 days.

ADDITIONAL INFORMATION

- Once colors are finalized and ordered, any color change request will be completed for an additional charge.
- Homeowner must be present for final walkthroughs on final day of the job. All touch-up must be noted that day. Any extra touch-up needed after the crew has left the home will be completed for an additional charge when scheduling allows. This does not include warranty work, which will be done free of charge as specified by the warranty.
- You will automatically be enrolled as a reference for our future customers for 90 days after completion of the job unless you specify to be removed from our reference list. Reference includes communicating with future customers through phone, text, or email about the quality of our work and overall satisfaction.