

PAINTING INSTALL PROGRAM

INFORMATION SHEET

BACKGROUND

- We provide Interior/Exterior painting services to 22 Western Canada's Home Depot stores including BC's Lower Mainland, Fraser Valley, the Okanagan, Cranbrook, Regina, and Saskatoon. We also perform Interior Renovations for 45 of Home Depot's stores.
- We proudly use HD paint product
- Customers can choose brand and quality of product or purchase on their own
- All materials and labour are included

- **WHAT WE CAN DO** * – **INTERIOR**
- Interior Painting YEAR ROUND
 - Walls, Ceilings (smoke, water stains), Woodwork (incl. doors)
 - Ceiling (incl. texture) and drywall repairs
 - Floors: Cement, Garage, Restaurant – Seasonal
- Residential and Commercial
- All Prep work as needed – (i.e. stains – smoke, crayon/pen, washing walls)
 - Minor repairs, wallpaper removal
- Colour Consultation at a charge **only** if a paint installation service is purchased

WHAT WE CAN DO * – **EXTERIOR**

- Exterior Painting APRIL TO OCTOBER (weather and temperature permitting)
 - All surfaces – stucco, siding, wood, cement board
 - Decks and fencing (weather and temperature permitting)
 - Pressure washing
 - Residential and Commercial – multi-level
- All prep work as needed – (i.e. scraping, priming etc.)
- **Minor** repairs only

WHAT WE CANNOT DO

- Faux finishes
- Renovations – there are bathroom, basement, kitchen installation programs
- Paint cabinets – This is typically a Re-Face or Re-Finish Installs Program.
- Re-stain floors (this is another HD Program)

**not all services are available in all areas/stores. Please check with your local representative for further details.*



Blue Ocean Construction Inc. - Certified Service Providers for the Home Depot
www.blueoceanconstruction.com

CUSTOMER SERVICE - TOLL FREE - 1-855-520-6931



WHAT THE HD ASSOCIATE CAN DO FOR CUSTOMERS

- Ensure customers information is accurate (name, address, phone number)
- Enter your name in the notes – This adds a personal touch and also a contact for us in case we need to be in contact with you
- Suggest to customer to have their flooring installed after the painting of the walls has taken place.
- Clarify the minimum (\$400)
- Offer your services – Offer customers the chance to talk to you about colours. Most customers prefer to take their time and be hands on with colour choice. Also, suggest them to get those small samples jars made up so they can take them home and test them on their wall before they make a colour choice. Please advise that colour matches from another company will never be an exact match and are difficult to achieve. We suggest they use HD colours as much as possible.

WHAT THE SERVICE PROVIDER CAN DO FOR CUSTOMERS

- Call customers to discuss their project in detail.
Interior: Details such as sq. ft., room details, walls, ceiling, woodwork, repairs/renos, age of home (re: asbestos - if drywall or textured ceiling repair is needed).
Exterior: Details such as sq. ft., siding/stucco (elastomeric), trim, gutters, repairs/renos, # of colours, age of home (re: asbestos in case repairs are needed)
- Discuss their budget (we will start with a ballpark)
- Schedule to make a site visit with the customer based on both parties availability
- Advise HD payment options (12/18/24 no interest) and specials/discounts available at the time.
- Provide written estimate to customer within in 1-5 days following the site visit.

ADDITIONAL INFORMATION

Warranty to Customer

- ✓ 1 year labour – Interior and Exterior
- ✓ Product Warranty – depends on the product used. Each supplier has their own product warranty and conditions on which they will honor it (i.e. Behr's warranty conditions are on the top of the can)

QUESTIONS?

PLEASE CALL A MEMBER OF OUR SUPPORT STAFF IF YOU HAVE ANY QUESTIONS
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