

POLICIES & PROCEDURES

ESTIMATES



Estimates are ALWAYS completed in person. This is due to conditions of the home plus each home is unique so the best way to capture your idea is by visiting in person.

Estimates will always be sent 1-2 days via e-mail after scheduled appointment, unless stated otherwise.

We charge by job type, not by the hour.

PAYMENT

Accepted forms of payment are cash, check, credit card. Payment will be due on date of work completed unless negotiated otherwise.

Payments made after 14 days will result in a 5% late fee. Non-payment of an outstanding balance after 60 days will go into collections.

Jobs exceeding \$10,000 will require a 50% down deposit.

Please do not provide payment to crew members. We will provide an e-invoice via e-mail or you may pay the contractor, Lucio.

PAINT COLORS



We use, but are not limited to Benjamin Moore® Paints. Colors may be chosen from any paint provider. Most colors can be matched through Benjamin Moore®. All paints start as a base and colors are incorporated to create the color that you see on paint swatches.

We do not encourage touch up paint since the age of the current paint will not always match 100% to the touched up areas

OUR CREW



Our crew will show up in uniformed shirts with our company logo on it.

All employees will drive in his/her own separate vehicle.

We will provide all materials for project including cleaning supplies unless otherwise provided by customer.

THE PROCESS



We will ensure all floor, furniture and surface areas are covered.

We assist in moving heavy furniture

Pictures and shelving need to be removed prior to painting by the client



All valuables need to be put away prior to painting/working

All work areas must be cleared of clutter prior to working/painting.



We will work in the most used areas of the home first. This includes: Bedrooms, Bathrooms, Kitchen, Living, Laundry and Dining.

Small holes are patched prior to painting



Window Treatments, blinds, outlet and faceplate covers will be removed and placed back onto its corresponding windows and areas.

Crew will clean up and return furniture to its original spot.

The project isn't complete until the contractor says so. He will walkthrough the project with the homeowner once all is finished.

CANCELLATIONS AND RESCHEDULES



Any scheduled job cancelled within 24-36 hours of scheduled service will be subject to charges for any materials purchased. If there's a change in schedule by the client once we have begun, please know that a new schedule will need to be provided based on our availability Reschedules will be based upon weather conditions and availability of contractors schedule.

*We always strive for the best finished product as possible. With so much area to cover, things sometimes may get missed or an area needs re-visiting. Please know that we will always come back and correct any area worked on. Please allow the work to be completed as a whole first. When Lucio (contractor) turns the project over, then details can be addressed.

Any or all of the above will apply to any duration of the job, unless modified and/or approved by Santiago's Paint & Home Improvement, LLC



*Insurance Certificate available upon request