



CREATIONS
by Lynda

WELCOME TO THE FAMILY

We are so excited that you would consider partnering with us during your painting or staining project! Let us be your guide and answer your questions through every step of the process. You can be confident that our dedicated staff will meet and surpass your expectations. We've successfully served thousands of clients for a decade, approaching 50+ years of team experience. In this document you will find a guide to help you understand the painting process, answer common questions, and provide an outlet for follow up.

We Are So Happy You Are Here!

Joseph Metcalf Lynda Christiansen

Design, Color Selection

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P | (402) 992-3295

Project Management

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Below you will find a guide of What To Expect

1 SELECTING COLORS

Before we begin your painting project, you must choose your colors! We can provide painting tabs, order samples, or match your original color(s) for you. If you would like further advice, we provide a Free 30 minute Consultation with our Paint Advisor. Please call 402-992-3295 to setup an appointment.

Your local Sherwin-Williams® paint store also has color guides to help you make your decision. Below is the contact information of your Sherwin-Williams® store.

Your Norfolk store is located at: 2118 Market Ln, Norfolk, NE 68701-4500

Your knowledgeable store manager is: **Dana Kinnison Phone: (402) 379-9965**

2 SAMPLE PAINT

We'll pay for three quarts of sample colors if needed! These are our gift to you to help with your color selection. Once you've confirmed that we're your painters, all you'll need to do is speak with your local Sherwin-Williams® store. Just make sure to give them our account name - Metcalf Paint / Creations by Lynda - and your last name.

3 YOUR PROJECT TIMELINE

We do our best to begin painting on the date we first give you. We'll contact you at least two days before we start your painting project. If you have an outdoor project, we may need to adjust your paint date on short notice to work with the weather. We'll do our best to keep you informed and avoid any inconvenience, delays may cause you.

4 PAYMENT

A 25% deposit will be due at the time of booking. Once we have finished your painting project and you are satisfied with our work, you'll then pay the remaining 75%. We accept the following forms of payment.

- **Checks** - Please make checks payable to "Metcalf Paint LLC" and mail them to:
Metcalf Paint / Creations by Lynda
212 West Norfolk Avenue
Norfolk, NE 68701
- **Online Payment** - Use our Intuit ACH Secure Portal to pay online. There is an easy to use button on your emailed invoice that will direct you to your payment page.
- **Or Credit/Debit** (4% Processing Charge)


SHERWIN-WILLIAMS®

OUR PAINTING METHODS

Why we mask prior to painting.

At Metcalf Paint / Creations by Lynda we are passionate about bringing the very best to our customers. Masking, which is the covering of surfaces with plastic or paper, allows us to paint using airless painting sprayers, when possible, making clean and straight paint edges, especially along ceilings, trim and cabinets.

Why we finish spray when possible.

Using airless paint sprayers provides great benefits.

- ✓ Uniform color and exceptional paint film thickness
- ✓ No lap marks or texture from rollers or brushes
- ✓ No paint bridging under siding edges or on wood joints
- ✓ Full coverage in hard to get to areas with sharp angles
- ✓ High quality dividing lines between painted and non-painted surfaces.

In addition to using and improving these paint methods, we stay up to date on the latest paints and primers from Sherwin-Williams® to ensure that we bring you the best products and services available.

WARRANTY

An important note on warranties.

Sherwin-Williams® provides excellent limited warranties for their paints and primers as a service to you! However, these warranties are only valid if your painter correctly prepares surfaces before painting them and applies the paint and primer within the parameters of the warranty, specific to the paint-product. Parameters may include surface cleaning prior to application, paint (film) thickness, drying time between coats, and the air temperature during and after product application. Our teams are careful to follow all warranty guidelines to ensure that you have full coverage!



We are here to help you! Please let us know if you have any questions. Our number **ONE** goal is to ensure that your painting project is a success!



Your Next Steps

1 SCHEDULE YOUR PROJECT DATE AND CONFIRM COLOR SELECTION(S):

Email: design@metcalfpaint.com

Or Call/Text: 402.992.3295

Once your project date is selected, we would love to meet with you to help with your color selection if you need assistance. You can contact us at the above addresses or set up an appointment at your convenience through metcalfpaint.com

2 PAY 25% DEPOSIT AT THE TIME OF BOOKING:

Checks - Please make checks payable to
"Metcalf Paint LLC" and mail them to:
Metcalf Paint / Creations by Lynda
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Norfolk, NE 68701

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Or Credit/Debit (4% Processing Charge)

3

Please refer to your project specific preparation card we will send you to help you prepare for our arrival.

4

You will be invoiced after your project walk through and follow up ensuring you are happy with the final results before we leave.

Common Questions

HERE ARE SOME FREQUENTLY ASKED QUESTIONS
TO HELP YOU IN THE PROCESS

Q: How do we help prepare for your arrival?

A: Depending on your project type, we will send you a preparation sheet with common ways to help prepare for our arrival.

Q: What time does your team usually arrive?

A: We typically will arrive between 8:00 – 8:30 in the morning and stay till 5:00 pm

Q: My project was scheduled long in advance. How do I know your still on schedule?

A: We will contact you at least a week prior to our start date to confirm we will be there on time. Also feel free to contact our office anytime.

Q: What happens if I have an outdoor project and the weather is not cooperating?

A: We will adjust your outdoor schedule +/- a couple of days to ensure we are painting in a reasonable climate, ensuring proper drying and temperature parameters.

Q: Is it safe to leave younger family members home while we paint?

A: Absolutely, we ensure all painted areas are properly sealed off when needed, so that your family are not exposed to paint dust. Our painters are also family oriented and will treat any family at home with the utmost care and respect.

Q: How will you gain access to our home if we are away?

A: We prefer you to send us a garage door code or temporarily leave an entry door unlocked for our arrival.

Q: What if there is an emergency after hours or we have an urgent question?

A: Call 402.750.7252 24/7. Please call twice in a row to ensure your call makes it through.

TESTIMONIALS

"Metcalf Paint was great to work with! After many delays in our project, we were finally able to get them to our home to complete our vision. They were flexible when we had unforeseen hiccups and when they came to complete the project they were very professional and the end result shows!! We would definitely recommend and use them in the future!"

- Kimberley



"We hired Metcalf Paint to paint our interior trim. It is such a tedious job that I had a hard time finding anyone else that would take it on! Jonathan was extremely professional and responsive. The entire upstairs was done in 3 days! The crew went above and beyond to protect our flooring and furniture. I was impressed with the efficiency and of course extremely happy with the end result! We will definitely be using Metcalf Paint again in the future."

- Amy





METCALF | **CREATIONS** **MP PAINT** *by Lynda*

WHERE COLOR MEETS EXCELLENCE!

COMMON PAINTING & STAINING PROJECTS

INTERIOR

- ✓ Sheet Rock & Shiplap Walls
- ✓ Wood, Tin & Metal Ceilings
- ✓ Faux Walls, Ceilings & Specialty Surfaces
- ✓ Wood & Metal Doors & Windows
- ✓ Trim, Base & Casing
- ✓ Kitchen Cabinets, Vanities & Mantles
- ✓ Banisters, Railings & Columns
- ✓ Shelves & Furniture
- ✓ Lighting & Grids
- ✓ Other Specialty Items

EXTERIOR

- ✓ Vinyl, Wood, Hardie, LP Smart, Cement Board & Vertical Siding
- ✓ Shake Shingles and Specialty Siding
- ✓ Metal Walls & Roofs
- ✓ Wood & Metal Ceilings
- ✓ Wood, Metal & Cement Board Soffit
- ✓ Guttering & Down Spouts
- ✓ Block and Concrete Foundations
- ✓ Brick
- ✓ Decks, Railings & Pergolas
- ✓ Windows, Doors & Trim
- ✓ Industrial Surfaces, Tanks & More



Metcalf Paint / Creations by Lynda



"Our Mission is to Ensure Your Success Through
Extreme Levels of Customer Service & Skillful
Product Application On Time"

Booking with Metcalf Paint and Creations by Lynda is a premium experience ensuring the highest level of industry service and product quality available. Our dedicated staff will guide you through the color selection, project design and keep you updated through every step of the process. We are here to bring your vision to life.



THANK YOU

For giving our team a chance to serve you!
We exist to ensure your success!

Norfolk, NE metcalfpaint.com 402.750.7252