



ENSURING YOUR SUCCESS!

NORFOLK, NE [Metcalfpaint.com](http://Metcalfpaint.com) 402.750.7252

## What to expect from [Metcalf Paint](#) | [Creations by Lynda](#)

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We are excited that you are considering partnering with us to ensure your painting project's success. We will be your guide and answer your questions through every step of the process. You can be confident that we will meet and surpass your expectations. We've successfully completed thousands of paint jobs and have 35+ years of team experience. We're here to serve you and meet your painting & finish needs. Below you'll find a guide to help you understand the painting process.

[Metcalf Paint](#) partners with [Creations by Lynda](#) to provide you with additional finish and design services! This allows us to serve you as a **ONE STOP** finish provider. Below are your primary contacts:

### **Design, Color Selection**

Lynda Christiansen

Phone: **402.841.7507**

Email: [Lynda@CreationsbyLynda.net](mailto:Lynda@CreationsbyLynda.net)

### **Project Management**

Joseph Metcalf

Phone: **402.750.7252**

Email: [sales@metcalfpaint.com](mailto:sales@metcalfpaint.com)

## Let's Get Started!

### 1. SELECTING COLORS

- Before we begin your painting project, you must choose your colors! We can provide painting tabs or match your original color(s) for you. If you would like further advice, we provide a Free 30 minute consultation with [Lynda](#), our design and product specialist. Please call her directly at (402) 841-7507 to set up 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**



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## 2. PURCHASING 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.
- We'll select and purchase all the products and supplies best for your project. These costs will be included in your project estimate. **Our company discounts are higher than periodic sales run by the paint store. So there's no need to purchase the paint your-self.**

**\*If you have a product you would like us to use, please mention that to us and we will be sure to include it in your estimate.**

## 3. SCHEDULING YOUR PAINTING PROJECT

- 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 paint 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. PROJECT COSTS

- With few exceptions we'll offer you a hard estimate! Regardless of time and the cost of supplies, you'll pay the exact amount on your estimate. This number will be your final cost. You may wish to add to your painting project. If so, you simply need to talk with us and agree on the additional cost to cover the extra work.
- For a few types of painting projects, we may offer you a "soft estimate"—estimated labor and cost of supplies—to save you money. A common example would be a small bathroom. These types of projects, because of the low wall square footage require larger bidding margins. When we charge based on the actual cost for labor and supplies, our customers typically save money. Your estimate will clearly state that you've received a soft estimate. But if you prefer a hard estimate, we'll be happy to give you one.



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Receiving Estimates

We typically send out your estimate within 7 business days from your scheduled site visit. If you have a large or specialty job, it might be a little longer. Estimates are emailed. Please check your “junk” folder if you haven’t received your estimate within 10 days. No e-mail? We are happy to mail you a hard copy upon request.

5. PAYMENT

- To begin work, we require a partial payment of 25% of your total project cost unless you are working through a contractor or builder in our network or are a returning customer. Once we have finished your painting project and you are satisfied with our work, you’ll then pay the remaining 75%. Please make checks payable to “Metcalf Paint” and mail them to:

Metcalf Paint / Creations by Lynda
212 West Norfolk Avenue
Norfolk, NE 68701

Or 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.

\*A 2% late fee is charged for past due invoices

6. RECEIVING AND COMPARING ESTIMATES

The sales price for your project should equal the value of your paint project = painter’s work + the quality of the paint and other products. Here are five factors that are key in evaluating and comparing paint-estimates:

- The type of products a painter will use.
- We only use Sherwin-Williams® paints & primers, ensuring you a warrantied product with a world-class support network.
- The number of coats the painter will apply.

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- We apply **two** coats of **Sherwin-Williams®** paint to ensure a long lasting finish and a coat of primer, prior to painting, when necessary.
3. The extent to which the painter will **prepare** surfaces before painting them.
- Proper surface-preparation is extremely important before priming and painting finish coats. We use a variety of methods and products to prepare surfaces: pressure-washing, scraping, caulking, sanding, and spot-priming exterior surfaces; and  
  
cleaning, puttying, and sanding interior surfaces prior to finish coats. Our team often spends more time preparing surfaces than painting them in order to ensure long lasting adhesion. Surface-prepping is key.
4. The painter's **skill** and **methods** in applying finish-coats. For example, hand bushing and rolling instead of finish-spraying may affect the quality of the finish-coats, the number of coats needed, and the price of the project.
- We typically finish-spray house siding, woodwork, doors, windows, & trim giving them a high quality look and a full, consistent coverage.
5. The painter's **reliability**. You can verify the quality of his or her work by checking references and reading reviews.
- To see our work, please visit [www.metcalfpaint.com](http://www.metcalfpaint.com). See our customer reviews at <https://g.page/metcalfpaint/review> or call your local **Sherwin-Williams®** at **(402) 379-9965** to ask about us.



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## 7. 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 allows us to paint using airless paint sprayers while making clean and straight paint edges, especially along ceilings, trim, and cabinets.
- **Why we finish-pray instead of using the traditional hand brush and roller where possible.** We use airless paint sprayers because of the great benefits to our customers.
  - ✓ 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.

## 8. 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 the hours after product application 12-48 Hours. 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 question. Our number **ONE** goal is to ensure that your painting project is a success!

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## Common Painting & Staining Projects

### Interior

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



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### *Our Core Values*

*Integrity & Honesty   Customer Relationships   Quality & Excellence   Vision & Creativity*

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- **Excellent & Prompt Service**
- **Free Estimates**
- **Personal Working Relationship with Customers that Ensure Job Success**
- **Commercial and Residential Jobs (Large & Small)**
- **We only use high-quality [Sherwin-Williams®](#) paints with warranty**
- **Fully Insured**
- **State and Local Licensing**

*Thank you for giving our team a chance to serve you!*

**We exist to ensure your success!**