

CertaPro Painters®



Tuesday July 5, 2011

3749D Gulf Breeze Parkway • Suite 351
Gulf Breeze, FL 32563

Dear Buena Vida Homeowners,

We are really excited about your upcoming painting experience with **CERTAPRO PAINTERS**. In preparation for this project we thought we would provide a bit of helpful information. It is our goal to keep you well informed as this job progresses to avoid any confusion or surprises. Good communication helps us paint with **CERTAINTY**. **Our goal is to make the entire experience very pleasant for you from beginning to end. Upon completion of painting your home you may be notified by a third party to ensure that you are satisfied with the painting we did for you and also if you would refer us to others. You may also be asked how you would rate us on a scale of 1- 5 with "5" being the best. If there is anything that we can do for you to ensure that we earn a "5" please let us know. We want all of our customers to be totally satisfied with CertaPro Painters.**

START TIME : To our understanding the project is to start on **September 15, 2011**. We will be happy to start sooner, as long as everyone in your building is ready to start. We are working with the HOA to get the final dates of when the entire wood repair will be completed. We are planning on painting by building. For example, we will paint all the units in Building 1, which consists of units 1-10 and so forth. We will send a letter with a tentative schedule, so you can prepare for our arrival.

Payment: We have several payment options. Please choose which best suits you:

- **Cash**
- **Credit** Card-Visa, Mastercard, American Express, Discover
- **Ezpay**- Paint now, Pay later!! 12 months same as cash. Must be approved
- **Check/Money Order**- Written out to **CertaPro Painters**

Payment is expected at the completion of the job.

If you would like more information about us please visit, www.Pensacola.certapro.com
We will be sending out a letter/email or posting the HOA website for updates.

Thank you,

Joann Butler
CertaPro Painters
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CERTA CORE VALUES:

Deliver What You Promise
Respect The Individual
Have Pride In What You Do
Practice Continuous Improvement

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