



Customer Satisfaction Survey

Thank you for choosing McGuyver Painting Specialists to complete your painting project! Your feedback is very important to us. Please take a moment to answer the following questions on a scale of 1-5; 5 being "Very Satisfied" and 1 being "Unsatisfied."

Unsatisfied Very Satisfied
1 2 3 4 5

Communication:

I was always well informed about each step of the painting process from test patches to pressure washing to final touch ups.

1 2 3 4 5

It was easy to contact someone to arrange the estimate, schedule the project, ask questions and make requests once the work began.

Professionalism:

1 2 3 4 5

I was comfortable with the painters that were painting my home and they were courteous, professional, friendly and responsive to my concerns and requests.

Quality:

1 2 3 4 5

I was satisfied with the quality of the preparation and painting work of the crew, and the job site was kept clean and organized.

Overall Satisfaction:

1 2 3 4 5

Overall, I was happy with the painting work completed on my home.

Yes / No

I would recommend McGuyver Painting Specialists to a friend or family member.

Compliments or Comments:

By signing below, I agree that the work has been completed as specified in the contract.

Signature

Date

Upon receipt of this survey, your warranty will be in force

It is OK to share my comments above on the McGuyver Painting Specialists Website and/or Client Manual.

*E-mail address**

*McGuyver Painting Specialists will not share your information with any outside companies.

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Limited Warranty

The contractor's work is warranted to be free of material and workmanship defects, such as blistering, peeling or chipping paint, for a period of eighteen (24) months after completion of work, subject to the limitations described below. This limited warranty is effective upon receipt of full payment from customer for work performed under this agreement. Limited warranty is not valid if full contract price is not paid. Customer must retain a copy of the original contract.

The following items are not covered under the Limited Warranty:

- any work that is not performed by the contractor
- any work in which the materials or paint were not supplied by the contractor
- Varnished surfaces or any galvanized metal areas such as rain gutters and flashing are not covered by this warranty
- any horizontal surface that may collect moisture, including but not limited to decks, stairs, railings, porches, and roofs
- exact paint color match. Due to the natural fade of colors new paint may not be an exact match
- any repairs to the structure including but not limited to foundations, siding, eaves, fascia, gutters, roofs, doors, windows and trim boards which are necessitated as a result of a defect in materials or workmanship regardless of who supplied the materials -cracks in wood surfaces or drywall surfaces
- mildew formation
- complete or partial failure of materials and/or workmanship caused by, or any other damage caused by:.
 - normal wear and tear
 - fire, flood, hail, other "acts of God", vandalism, negligence, abuse, modifications or any other similar causes that are not under control of the contractor
 - accidental or intentional exposure to chemicals or cleaning agents
 - structural defects, movement, and/or deterioration
 - peeling, cracking or blistering of any paint layers existing prior to work performed by contractor
 - unusual use or misuse
 - moisture content of the substrate

This warranty is not valid if the customer chooses to have only minimal preparation work done (e.g., limited priming, caulking, sanding, scraping).

Warranty work is limited to the preparation described in this contract and repainting of the specific failing areas. Entire walls, fascias, eaves, etc. will only be repainted if the more than half of the affected surface is failing.

Warranty work will be performed in a reasonable time period after the contractor is notified. However, contractor may not perform warranty work during inclement weather or colder seasons. During warmer seasons, contractor may take up to 90 days to complete warranty work.

This limited warranty is the only warranty, express or implied, and may not be altered or extended for any reason unless done so in writing by all parties prior to commencement of any work. Under no circumstances shall the contractor be held liable for any warranty work that exceeds the original contract price.

Other Terms and Conditions

The contractor will perform the work according to the specifications described in this contract and in a method according to standard industry practices.

The contractor is not liable for any damages to the exterior or interior of the premises due to the result of any action or event outside of the contractor's control such as, but not limited to, lightning, fire, flood, hail, other "acts of God", vandalism, negligence, abuse, modifications or additions to the structure, installation of equipment, cracking or failure of the roof, failure of walls or foundation, or any other similar causes.

The contractor bears no responsibility for repair of any pre-existing defects or code violations.

Any additions or changes to the specifications described in this contract that involve extra costs will only be completed after written agreement by both parties and become an additional charge to the customer beyond the initial contract price.

This contract comprises the complete agreement between the customer and the contractor and super cedes all prior written or oral agreements between the parties. This warranty is not transferable.

The owner agrees to hold the contractor, owners, managers, and employees harmless from any liability due to inadequate strength of the structure.

[McGuyver Painting Specialists, LLC 800-816-8651](http://www.mcguyverpainting.com)
www.mcguyverpainting.com

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